

# CareerSource Capital Region

## Local Workforce Development Area 05

---

**Tel** 850-414-6085  
**Fax** 850-410-2595

325 John Knox Road  
Atrium Building, Suite #102  
Tallahassee, FL 32303

[www.careersourcecapitalregion.com](http://www.careersourcecapitalregion.com)  
[jim.mcshane@careersourcecapitalregion.com](mailto:jim.mcshane@careersourcecapitalregion.com)

---

**Date Submitted:** 04/29/2016

**Plan Contact:** Jim McShane, Chief Executive Officer

## CONTENTS

<b>ORGANIZATIONAL STRUCTURE</b>	<b>1</b>
<b>ANALYSIS OF NEED AND AVAILABLE RESOURCES</b>	<b>11</b>
<b>LOCAL WORKFORCE DEVELOPMENT AREA VISION AND STRATEGIC GOALS</b>	<b>27</b>
<b>COORDINATION OF SERVICES</b>	<b>37</b>
<b>DESCRIPTION OF THE LOCAL ONE-STOP SYSTEM</b>	<b>44</b>
<b>DESCRIPTION OF PROGRAM SERVICES</b>	<b>52</b>
<b>REGIONAL PLANNING ANALYSIS</b>	<b>82</b>
<b>PUBLIC COMMENT PROCESS</b>	<b>85</b>
<b>SIGNATURE PAGE</b>	<b>86</b>

## ORGANIZATIONAL STRUCTURE

### (1) Chief Elected Official(s) (CEO)

- A. Identify the chief elected official(s) by name, title, mailing address, phone number and email address.

The chief elected officials for LWDA 5 are:

Eric Hinson, Vice-Chairperson  
Gadsden County Board of County Commissioners  
PO Box 1799  
Quincy, Florida 32353  
Telephone Number: (850) 875-8650  
E-mail Address: ehinson@gadsdencountyfl.gov

Nick Maddox, County Commissioner  
Leon County Board of County Commissioners  
301 South Monroe Street, 5th Floor  
Tallahassee, Florida 32301  
Telephone Number: (850) 606-5367  
E-mail Address: maddoxn@leoncountyfl.gov

Ralph Thomas, Chairman  
Wakulla County Board of County Commissioners  
PO Box 1263  
Crawfordville, Florida 32326-1263  
Telephone Number: (850) 597-3858

- B. If the local area includes more than one unit of general local government in accordance with WIOA sec. 107(c)(1)(B), attach the agreement that has been executed to define how the parties will carry out the roles and responsibilities of the chief elected official.  
See Attachment 1 – Interlocal Agreement
- C. Attach a copy of the agreement executed between the chief elected official(s) and the Local Workforce Development Board.  
See Attachment 1 – Interlocal Agreement

D. Describe the by-laws established by the CEO to address the criteria contained in §679.310(g) of the proposed WIOA regulations:

i. The nomination process used by the CEO to elect the local board chair and members;

The CareerSource Capital Region Board of Directors has adopted a policy of inclusion and looks at the business sectors for representation on the Board. In collaboration with the local Chamber of Commerce, The Big Bend Minority Chamber of Commerce and local associations, the Board's Nominating Committee has the responsibility to identify potential candidates. The Board Chair and the Chief Executive Officer will meet with the potential candidate to assess the interest in serving on the Board of Directors and review their qualifications. If the candidate accepts, then a recommendation is generated to the respective county commission for their approval. Once that approval is accomplished, the person is an active board member. The terms are for three years or the remaining term of the person that the new appointment replaced.

For non-business members (mandatory and optional representatives) are appointed as specified in WIOA law. As such, these members are required and are appointed to the Board of Directors by the partner entity leadership or by virtue of their position.

ii. The term limitations and how the term appointments will be staggered to ensure only a portion of membership expire in a given year;

Members representing businesses can serve up to three rotations (for a total of up to nine years) and then must sit off of the board for a minimum of one (1) year. When a resignation is submitted to the CSCR Chair of the Board of Directors and to their appointment government entity communicated with the county commission, the Nominating Committee will be tasked with recruiting replacement board members that support the strategic objectives of CSCR and its Board of Directors. Once the nominee is chosen by the Nominating Committee and approved by the county commissioners, they will complete the remaining term of the person they replace or start a new three year term for a retiring Board member or one that reached the 9 year limit.

iii. The process to notify the CEO of a board member vacancy to ensure a prompt nominee;

Any member may resign upon written communication to the Chair of the Board of Directors and their respective county commission. After notification is received, a



request is sent to the local chambers for potential nominees for consideration by the Nominating to fill the vacancy.

- iv. The proxy and alternative designee process that will be used when a board member is unable to attend a meeting and assigns a designee as per the requirements at §679.110(d)(4) of the proposed WIOA regulations;

Due to the requirements of the Florida Sunshine Law, proxies are not permitted to vote; however, a proxy can be sent to the meeting on behalf of the board member and participate in the discussion. Board members are given the option to attend the meetings remotely and voting may be accomplished in person, or via remote communication.

- v. The use of technology, such as phone and Web-based meetings, that will be used to promote board member participation;

Members are expected to attend each meeting in person. However, the Board of Directors and its committees may use any method of telecommunications to conduct meetings, provided that the public is given proper notice of the meeting and is given reasonable access to observe and, when appropriate, participate. If a member is unable to attend a Board of Directors meeting in person, arrangements may be made for the member to attend remotely (i.e. by phone, video conferencing, etc.).

- vi. The process to ensure board members actively participate in convening the workforce development system's stakeholders, brokering relationships with a diverse range of employers, and leveraging support for workforce development activities; and,

The current Board of Directors has become more engaged in the activities and advocacy in the community for the workforce system. Board members sponsor hiring fairs and other related activities. Current Board leadership in the executive committee includes committee chairs and officers to ensure good communications and adherence to the goals of the Board. Many Board members serve on other non-profit boards and act as catalyst that leverages local resources in working collaborations.

- vii. Any other conditions governing appointments or membership on the local board.

Per the interlocal agreement, the number of business community seats appointed by the respective Boards of County Commissioners is apportioned as follows: Leon County has seven (7), Gadsden County has three (3), and Wakulla County has two (2).

- E. Provide a description of how the CEO was involved in the development, review and approval of the plan.

During the meeting between the three county commissioner designees that serve as workforce liaisons to the County Commissions, the members agreed that the Leon County CEO would be the person handling the signatory requirements. This was due to the proximity of the County offices to the Career Center and the CSCR Administrative center.

The draft local plan will be sent to the three county commissioners for review and input. They will have two weeks to respond to the plan. If there are no changes, the plan will be sent to them as a final document for their signature approval. The County Commissioners have stepped up their engagement over the past year and are encouraged to continue to attend the CSCR Board meetings and provide any input they feel would further the function and service to the community.

## **(2) Local Workforce Development Board (LWDB)**

- A. Identify the chairperson of the Local Workforce Development Board by name, title, mailing address, phone number and email address. Identify the business that the chair represents.

Chairman: Patrick Hutto  
Human Resources Manager  
General Dynamics  
P.O. Box 222  
St. Marks, Florida 32355  
850-577-2402  
patrick.hutto@gd-ots.com

- B. Provide a description of how the LWDB was involved in the development, review, and approval of the plan.

The organization's approach to completing the local plan is one that encourages and requires the formal input of board members in all phases of the plan's development. A draft document is prepared by staff that provides the framework and structure by which board members can provide their input. From there, the draft plan is submitted to the board's Strategic Policy and

Planning Committee (SPPC), whose charge is to make recommendations to the Board of Directors on specific policies, strategies, programs, demand occupations, training programs and activities affecting workforce development for both employer and job seeker customers. The feedback and input of the SPPC are then incorporated into the plan and the organization's staff to the SPPC prepares the committee's recommendation(s) regarding the plan for presentation to the board's Executive Committee (EC). The EC also has the same opportunity to provide feedback and input as the SPPC. It is at this point that the EC's recommendation regarding the local plan is then presented to the full Board of Directors for approval. In order for the plan to be approved, there must be an affirmative majority vote by those members present at a duly called meeting at which a quorum has already been established.

**(3) Local Grant Subrecipient** (local fiscal agent or administrative entity)

- A. Identify the entity selected to receive and disburse grant funds (local fiscal agent) if other than the chief elected official. WIOA section 107(d)(12)(B)(1)(iii); 20 CFR 679.420

CareerSource Capital Region has been designated by the Gadsden, Leon and Wakulla Workforce Development Consortium ("the Consortium") as the local sub-recipient and fiscal agent for all WIOA funds and other federally-funded workforce development programs operating within the LWDA.

- B. Identify the entity selected to staff the LWDB (commonly referred to as the administrative entity) and assist it in carrying out its responsibilities as a board organized under WIOA. (May be the same as the fiscal agent). 20 CFR 679.430

In accordance with the interlocal agreement established by the Consortium, CareerSource Capital Region will act as its own administrative entity and be responsible for all program activities as required.

- C. If a single entity has been selected to operate in more than one of the following roles: local fiscal agent, local board staff, one-stop operator or direct provider of career services or training services, attach the agreement that describes how the entity will carry out its multiple responsibilities including how it will develop appropriate firewalls to guard against any conflict of interest.

Adequate internal controls are in place to ensure the safeguarding of assets and ensure that no conflict of interest exists. There is a policy in place called the Code of Business Conduct

and Ethics that all staff and Board of Director members sign upon onboarding and annually thereafter. The policy states that everyone is expected to maintain high ethical standards of conduct and that actual or potential conflicts of interest must be reported to the CEO or Audit Committee.

#### **(4) One-Stop System**

- A. Provide a description of the local one-stop system (including the number, type and location of full-service and other service delivery points).

CareerSource Capital Region operates three comprehensive one-stop centers (locally referred to as "Career Centers") as well as one satellite office known as the Executive Center. The local system is designed with the thought that each county in CSCR's operating area needs a workforce presence in their community. Additionally, the CSCR Executive Center affords professional job seeker candidates with the opportunity to meet their employment objectives by linking them with high skill/high wage careers that align with their education and skillset. CSCR's Career Centers and Executive Center are located at:

**Executive Center**

325 John Knox Road, Atrium Building - Suite 102  
Tallahassee, Florida 32303

**Gadsden County Career Center**

1140 West Clark Street  
Quincy, Florida 32351

**Leon County Career Center\***

2525 South Monroe Street, Suite 3A  
Tallahassee, Florida 32301

Note: By no later than June 30, 2016, the Leon County Career Center will be relocated to the following address:

2601 Blairstone Road, Building C - Suite 200  
Tallahassee, Florida 32301

**Wakulla County Career Center**

2932 Crawfordville Hwy

Crawfordville, Florida 32327

Each of CSCR's Career Centers provide customers with access to workforce development programs and services according to the customers' needs. This includes the Workforce Innovation and Opportunity Act (WIOA) for eligible Adults, Dislocated Workers (DWs) and Youth; Wagner-Peyser (WP); Priority Re-employment Planning (PREP); Veteran Services; Welfare Transition (WT); and Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T). Additionally, Trade Adjustment Assistance (TAA) and Migrant Seasonal Farmworker (MSFW) programs and services are administered primarily through the Gadsden County Career Center. Customers also have access to a full-service resource room (with computers, copiers and fax machines), work-readiness services such as workshops that teach job searching skills, and no-cost assessments at each of CSCR's comprehensive Career Centers.

CSCR also operates one (1) mobile unit that is technologically equipped similarly as the resource rooms located within our Career Centers. The mobile unit is utilized, primarily, at events such as job fairs, hiring fairs and recruitment events; community events at which job seeker and/or business customers are expected to attend; and during natural disasters that may have rendered the Career Center inoperable. Also, known as a "career center on wheels", the mobile unit allows CSCR to provide job seekers in the community with access to the state's web-based labor exchange system - Employ Florida Marketplace (EFM) ([www.employflorida.com](http://www.employflorida.com)) in order to register in the system, enter/update their resume, search for open and available positions, and to access the myriad of different resources available through EFM. Job seeker customers may also submit online applications and even print work-related information that they need to secure employment.

Lastly, CSCR has also implemented an Affiliate Status Program (ASP) in which CSCR partners with community organizations who have space and available computers (with high-speed internet access and sufficient anti-virus and privacy-protection software) that are open to the general public as well as staff who can assist job seekers with accessing EFM. The ASP was established in order, to provide greater access to workforce services by job seekers who are not readily able to travel to a Career Center. Examples of ideal locations to serve as an affiliate site include community centers, churches and libraries.

- B. Identify the days and times when service delivery offices are open to customers. Customers must have access to programs, services and activities during regular business days at a comprehensive one-stop center.

The hours of operation for CSCR's comprehensive Career Centers are as follows:

Gadsden County:

Monday through Friday: 8:00am – 5:00pm  
Wednesday, Staff Meeting: 8:00am – 9:00am; Office hours: 9:00am – 5:00pm

Leon County:

Monday, Wednesday and Friday: 8:00am – 5:00pm  
Late Night: Thursday: 8:00am – 6:00pm  
Tuesday, Staff Meeting: 8:00am – 9:00am; Office hours: 9:00am – 6:00pm

Wakulla County:

Monday through Friday: 9:00am – 5:00pm  
Thursday, Staff Meeting: 8:00am – 9:00am; Office hours: 9:00am – 5:00pm

- C. Identify the entity or entities selected to operate the local one-stop center(s).

CSCR has contracted with the following organization:

Kaiser Group, Inc. d/b/a Dynamic Workforce Solutions (DWFS)  
237 South Street  
Waukesha, WI 53186  
Point of Contact: Paul Dunn, Chief Executive Officer

- D. Identify the entity or entities selected to provide career services within the local one-stop system.

CSCR has contracted with the following organization:

Kaiser Group, Inc. d/b/a Dynamic Workforce Solutions (DWFS)  
237 South Street  
Waukesha, WI 53186  
Point of Contact: Paul Dunn, Chief Executive Officer

- E. Identify and describe what career services will be provided by the selected one-stop operator and what career services, if any, will be contracted out to service providers.

CSCR has secured a single contractor to serve as its One-Stop Operator and to be the provider of all workforce development services in CSCR's operating area. As such DWFS is the provider of basic career services, individualized career services, training services and follow-up services as required by WIOA. DWFS staff will determine the level of service that is most appropriate for a customer subsequent to interviewing and assessing the customer's needs. In accordance with WIOA, the following basic career services will be provided: (i) eligibility determination; (ii), outreach, intake, and orientation to the information and other services available through CSCR's Career Centers; (iii) initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs\*; (iv) labor exchange services, including job search and placement assistance, and individual career counseling, if appropriate; labor market information; information on the programs and performance of eligible training providers; information on CSCR's performance, information on (and referral to, when appropriate) the availability of supportive services or assistance, and information on (and referral to, when appropriate) cash and food assistance benefits provided by the Department of Children and Families; and (x) provision of information and assistance regarding filing claims for Reemployment Assistance benefits. \*Note: As of the writing of this plan, CSCR does not provide WIOA Adult and Dislocated Worker program participants with transportation or child-care related supportive services.

Further, if determined appropriate in order for an individual to obtain or retain employment, our contracted service provider will also provide the following individualized career services: (i) comprehensive and specialized skills assessments to include in-depth interviewing and evaluation to identify employment goals and barriers; (ii) development of an individual employment plan; (iii) group and individual counseling; (iv) career planning; (v) short-term prevocational skills which include, for example, the development of communication skills, interviewing skills, professional conduct and to prepare individuals for unsubsidized employment or training; (vi) internships and work experiences that are linked to careers; (vii) workforce preparation activities; (viii) financial literacy services; (ix) out-of-area job search assistance and relocation assistance; or (x) English language acquisition and integrated education and training programs; and follow-up services for 12 months after the first day of employment for program participants who are placed in unsubsidized employment.

- F. Pursuant to the CareerSource Florida Administrative Policy for One-Stop Certification, please provide the required attestation that at least one comprehensive one-stop center in your local area meets the certification requirements.

CareerSource Capital Region hereby certifies that at least one comprehensive one-stop center in our operating area meets the One-Stop Certification requirements.



## ANALYSIS OF NEED AND AVAILABLE RESOURCES

(1) Please provide an analysis (or existing analysis pursuant to WIOA section 108(c)) of the regional economic conditions, which must include:

A. Information on existing and emerging in-demand industry sectors and occupations; and

### Emerging Industries

Health care, professional and personal services industries top the lists of emerging industries.

Emerging industries tend to employ a higher percentage in professional occupations.

### Top Emerging Industries

Workforce Development Area 5 - Gadsden, Leon, and Wakulla Counties

Industry		Employment		2015 - 2023 Change	
Code	Title	2015	2023	Total	Percent
5414	Specialized Design Services	75	100	25	33.3
6213	Offices of Other Health Practitioners	742	924	182	24.5
5415	Computer Systems Design and Related Services	2,192	2,725	533	24.3
5191	Other Information Services	70	86	16	22.9
6215	Medical and Diagnostic Laboratories	456	547	91	20.0
5416	Management, Scientific, and Technical Consulting Services	1,394	1,664	270	19.4
5417	Scientific Research and Development Services	350	417	67	19.1
6117	Educational Support Services	142	168	26	18.3
5419	Other Professional, Scientific, and Technical Services	1,513	1,773	260	17.2
6114	Business Schools and Computer and Management Training	83	97	14	16.9
5239	Other Financial Investment Activities	173	201	28	16.2
6111	Private Elementary and Secondary Schools	944	1,092	148	15.7
6219	Other Ambulatory Health Care Services	118	136	18	15.3
5413	Architectural, Engineering, and Related Services	1,436	1,612	176	12.3
8129	Other Personal Services	150	168	18	12.0
5112	Software Publishers	142	159	17	12.0
4452	Specialty Food Stores	265	291	26	9.8
6223	Private Specialty (Except Psychiatric and Substance Abuse)	396	433	37	9.3
6214	Outpatient Care Centers	1,353	1,459	106	7.8

Source: Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, October 2015

### Existing Demand Occupations

The majority of the top 15 existing demand occupations are low-skill occupations characterized by relatively low wages and high rate of worker turnover.

Most of the top five existing demand occupations are related to customer service and hospitality. The only exception is management analysts, for which there is high demand due to the large state government industry in Leon County.

Combined food preparation and serving workers, including fast food is the top existing demand occupation, with 2,527 projected total job openings between 2015 and 2023.

Four of the top 15 existing demand occupations require significant technical training: management analysts, accountants and auditors, lawyers, and registered nurses. The demand for the first three of those occupations reflects the prevalence of state government employment in Leon County; the demand for registered nurses is driven by strong employment growth in the healthcare industry sector.

### **Emerging Occupations**

The majority of top emerging occupations occur in the healthcare (seven of top 15) and professional services (five of top 15) industry sectors, which follows the overall Florida statewide distribution of top emerging occupations.

Speech-language pathology assistants is one of the top emerging occupations in the healthcare industry sector. Persons employed in that occupation assist speech-language pathologists in the assessment and treatment of speech, language, voice, and fluency disorders and work in various clinical and educational settings.

One of the professional services industry sector top emerging occupations is information technology project managers, who are responsible for leading and guiding the work of technical staff for information technology (IT) projects. Information technology project managers also serve as liaison between business and technical aspects of projects.

Geothermal technicians and Energy-related sales representatives are the top two emerging occupations in the clean tech industry sector. Geothermal technicians perform technical activities necessary for the generation of power from geothermal energy sources. In Florida, geothermal technicians are primarily involved with the installation, testing, and maintenance of residential and commercial geothermal heat pumps. Energy sales representatives buy or sell energy products on behalf of residential or commercial customers or utilities and negotiate and oversee contracts for energy sales.

The growth in the construction industry sector of the emerging occupation first-line supervisors of construction and extraction workers is due in part to activities related to solar energy installation.

The following table represents the Top 15 Emerging Occupations (ranked by percent growth) for the 2015-2023 time period.

**Top 15 Emerging Occupations**  
(ranked by percent growth)

Workforce Development Area 5 - Gadsden, Leon, and Wakulla Counties

Rank	SOC Code	Title	Employment		2015 - 2023		Industry Sector Linkage	2015 Hourly Wage (\$)		
			2015	2023	Level Change	Percent Change		Median	Entry*	Exp**
1	131081	Logisticians	27	34	7	25.9	Professional Services	26.66	21.91	36.74
2	291071	Physician Assistants	99	123	24	24.2	Healthcare	45.06	36.06	52.90
3	152041	Statisticians	86	103	17	19.8	Professional Services	19.90	14.88	25.34
4	292011	Medical and Clinical Laboratory Technologists	149	176	27	18.1	Healthcare	27.07	21.00	29.46
5	151199	Information Technology Project Managers, Web Administrators	52	61	9	17.3	Professional Services	24.04	17.66	33.44
6	193039	Clinical Neuropsychologists	56	65	9	16.1	Healthcare	29.50	25.71	37.04
7	151121	Computer Systems Analysts	999	1,157	158	15.8	Professional Services	33.71	26.59	51.38
8	296099	Midwives	32	37	5	15.6	Healthcare	18.61	16.71	27.67
9	292099	Neurodiagnostic and Cognitive Technologists, Surgical Assistants	110	127	17	15.5	Healthcare	16.34	12.11	22.29
10	119041	Engineering Managers	114	130	16	14.0	Professional Services	58.73	38.82	72.35
11	499099	Geothermal Technicians	107	122	15	14.0	Clean Tech	11.99	10.53	18.02
12	413099	Sales Representatives, Energy-Related	1,374	1,555	181	13.2	Clean Tech	21.58	13.66	34.65
13	319099	Endoscopy Technicians, Speech-Language Pathology Assistants	46	52	6	13.0	Healthcare	13.63	16.24	20.65
14	471011	First-Line Supervisor of Construction and Extraction Workers	679	767	88	13.0	Construction	23.42	18.78	30.22
15	291069	Hospitalists, Nuclear and Preventive Medicine Physicians	211	238	27	12.6	Healthcare	95.53	82.20	NA

\* Entry Wage - The wage an entry-level worker might expect to make. It is defined as the average (mean) wage earned by the lowest third of all workers in a given occupation.

\*\* Experienced Wage - The wage an experienced worker might expect to make. It is defined as the average (mean) wage earned by the upper two-thirds of all workers in a given occupation.

NA - Not available for this occupation

Source: Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, October 2015

**B. The employment needs of employers in those industry sectors and occupations. WIOA §108(b)(1)(A)**

Being in the capital region, it is no surprise that a majority of the top emerging occupations occur in the healthcare and professional services industry sectors, and many of the top five existing demand occupations are related to customer service and hospitality.

And because Tallahassee/Leon County serves as an urban hub that provides health care to a 23-county radius, we have identified that the development of this sector is crucial for the well-being of the area, both in delivering care and creating good jobs.

CSCR is addressing the employment needs of employers in the area. We have recently strategically aligned our hiring events to focus on the emerging and existing demand industries and occupations in the area. For program year 2015-16, the LWDB introduced the industry sector hiring fair series, featuring Healthcare and Professional Services (which includes Information Technology, Retail, Hospitality, Government, and others). This means, CSCR is keeping a better pulse on growth industries in the area and connecting employers to qualified talent. The industry specific hiring fairs are conducted in smaller, more intimate settings, giving employers the opportunity to interview and hire qualified career seekers more efficiently.

Additionally, through ongoing engagement with the local business community and professional organizations, business intelligence data indicates a few deficiencies for talent in Healthcare and Information Technology. For this reason, we have started the conversation with education and industry partners in the area and state to better understand the needs of employers we serve.

Business Intelligence also shows that hiring and recruiting is a challenge for Healthcare and Information Technology professionals. Talent cannot be trained fast enough for the current position openings in Employ Florida Marketplace. There also appears to be a lack of technical competencies and urgency in some instances. Many of the higher education curriculums aren't lining up with the skill sets that local companies need. We hope that partnering with groups like Florida IT Alliance, TalTech Alliance, Florida Healthcare Workforce Council will help us better assess, understand and address the shortcomings.

- (2) Please provide an analysis of the knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations. WIOA §108(b)(1)(B)

The table below shows the top 10 advertised detailed job skills found in job openings advertised online in LWDA 5, as of March 15, 2016.

Advertised Detailed Job Skill	Advertised Skill Group	Job Opening Match Count
Customer Service	Customer Service Skills	1,426
Problem Solving	Basic Skills	419
Customer Service Skills	Customer Service Skills	339
Ability to Listen	Basic Skills	246
Interpersonal Skills	Interpersonal Skills	244
Basic Skills	Basic Skills	218
Time Management	Basic Skills	201
Mentoring	Interpersonal Skills	192

Flexibility	Interpersonal Skills	187
Decision Making	Basic Skills	169

***Advertised Job Tools and Technology***

The table below shows the top 10 advertised detailed tools and technologies found in job openings advertised online in LWDA 5, as of March 15, 2016.

<b>Advertised Tools and Technology</b>	<b>Detailed Tools and Technology Group</b>	<b>Job Opening Match Count</b>
PowerPoint	Presentation Software	128
Cash Register	Cash Registers	121
Twitter	Instant Messaging Software	93
Personal protective equipment	Hazardous Material Protective Apparel	80
JavaScript	Web Platform Development Software	67
Microsoft Word	Word Processing Software	63
Cell Phone	Mobile Phones	54
Charm++	Object or Component Oriented Development Software	49
Linux	Operating System Software	48

Alarms	Alarm Systems	46
--------	---------------	----

According to Help Wanted Online, a report prepared and published by DEO for February 2016, the occupations listed below represent the top 15 advertised occupations in LWDA 5.

<b>Top 15 Advertised Occupations</b>	<b>Online Ads February-2016</b>	<b>Online Ads January-2016</b>	<b>Over the Month Change</b>
<b>Total</b>	<b>4,970</b>	<b>4,534</b>	<b>9.6%</b>
Registered Nurses	371	337	10.1%
Heavy and Tractor- Trailer Truck Drivers	164	149	10.1%
Computer Systems Analysts	110	118	-6.8%
Computer User Support Specialists	98	89	10.1%
First-Line Supervisors of Retail Sales Workers	97	78	24.4%
First-Line Supervisors of Food Preparation and Serving Workers	90	89	1.1%
First-Line Supervisors of Office and Administrative Support Workers	85	80	6.3%

Maintenance and Repair Workers, General	85	58	46.6%
Customer Service Representatives	82	76	7.9%
Management Analysts	81	66	22.7%
Web Developers	71	78	-9.0%
Retail Salespersons	68	79	-13.9%
Medical and Health Services Managers	66	58	13.8%
Sales Managers	63	52	21.2%
Combined Food Preparation and Serving workers, Including Fast Food	59	54	9.3%

**(3)** Please provide an analysis of the workforce in the region, including current labor force employment (and unemployment) data, information on labor market trends, and the educational and skill levels of the workforce in the region, including individuals with barriers to employment. WIOA §108(b)(1)(C)

***Current Jobs Available***

There are 5,824 job openings advertised online in Tallahassee MSA, FL on March 17, 2016.

***Monthly Job Count***

There were 9,830 job openings advertised online in Tallahassee MSA, FL in February, 2016.

### ***Area Labor Force, Employment and Unemployment Data***

The total civilian labor force (not seasonally adjusted) for LWDB 5 in January 2016 was 180,340, of which 171,323 were employed and 9,017 were unemployed. The unemployment rate was 5.0% percent.

### ***Employment Wage Statistics***

The average weekly wage for LWDA 5 in the 2nd quarter 2015 was \$782. This would be equivalent to \$19.55 per hour or \$40,664 per year, assuming a 40-hour week worked the year round.

### ***Current Employment Statistics***

Current employment, by industry, for LWDB 5 in January 2016 were: Total Nonagricultural Employment (174,000), Total Private (113,300), Goods Producing (9,700), Mining, Logging and Construction (6,800), Manufacturing (2,900), Service Providing (164,300), Private Service Providing (103,600), Trade, Transportation and Utilities (24,400), Wholesale Trade (3,600), Retail Trade (18,800), Food and Beverage Stores (4,000), General Merchandise Stores (4,000), Transportation, Warehousing and Utilities (2,000), Information (3,300), Financial Activities (7,000), Professional and Business Services (19,500), Education and Health Services (21,100), Leisure and Hospitality (19,500), Other Services (8,800), Total Government (60,700), Federal Government (1,900), State Government (43,400) and Local Government (15,400).

### ***Occupations by Projected Growth***

The top 10 fastest growing occupations for LWDB 5 through 2023 include Nursing Instructors and Teachers, Postsecondary (30.2%), Health Specialties Teachers, Postsecondary (27.9%), Medical and Clinical Laboratory Technicians (27.1%), Meeting, Convention and Event Planners (26.2%), Market Research Analysts and Marketing specialists (26.1%), Veterinary Technologists and Technicians (22.5%), Software Developers, Systems Software (22.2%), Medical Secretaries (21.5%), Nurse Practitioners (21.3%) and Surgical Technologists (21.2%).

### ***Occupations by Employment Wage***

The occupations with the highest paying 2015 estimated mean (annual) level wages in LWDB 5 were Pediatricians, General (\$203,650), Physicians and Surgeons, All Other (\$200,304), Internists, General (\$197,732), Dentists, General (\$196,731), Chief Executives (\$187,423), Psychiatrists (\$166,599), Sales Managers (\$125,414), Engineering Managers (\$124,132), Pharmacists (\$116,705) and Optometrists (\$112,564).



### **Population Totals**

The 2004 population of LWDB 5 was 325,149. The 2014 population of LWDB 5 was estimated at 361,701. This represents an increase of 11.24% since 2004.

### **Labor Market Trends**

The table below represents the occupations with the greatest annual openings for the 2015-2023 time period.

<b>Occupation Title</b>	<b>2015 Employment</b>	<b>2023 Projected Employment</b>	<b>2015-2023 Annual Percent Change</b>	<b>Estimated Annual Openings</b>
Combined Food Preparation and Serving Workers, Including Fast Food 🌟	5,305	6,108	1.9%	316
Retail Salespersons 🌟	6,369	6,715	0.7%	265
Waiters and Waitresses 🌟	3,133	3,361	0.9%	182
Management Analysts 🌟	6,214	6,500	0.6%	129
Customer Service Representatives 🌟🗨️	3,032	3,324	1.2%	118
Janitors and Cleaners, Except Maids and Housekeeping Cleaners 🌟	3,495	3,919	1.5%	117

Accountants and Auditors 🌟	3,142	3,337	0.8%	116
Registered Nurses	3,401	3,798	1.5%	114
Secretaries, Except Legal, Medical, and Executive 🌟	4,669	5,093	1.1%	109
Graduate Teaching Assistants	3,675	3,927	0.9%	86

🌟 **BRIGHT OUTLOOK NATIONALLY** | 🌿 **GREEN OCCUPATIONS**

***Industries by Projected Growth***

The table below shows the top 10 industries with the highest annual percent change in LWDA 5 for the 2015-2023 time period.

Industry	2015 Estimated Employment	2023 Projected Employment	2015-2023 Annual Percent Change	Total Employment Change
Other Support Activities for Transportation	2	3	6.3%	1
Electronic Shopping and Mail-Order Houses	116	167	5.5%	51
Remediation and Other Waste Management Services	47	66	5.1%	19

Architectural and Structural Metals Manufacturing	126	173	4.7%	47
Other Specialty Trade Contractors	413	564	4.6%	151
Specialized Design Services	75	100	4.2%	25
Spectator Sports	51	66	3.7%	15
Lumber and Other Construction Materials Merchant Wholesalers	125	158	3.3%	33
Performing Arts Companies	54	68	3.2%	14
Officers of Real Estate Agents and Brokers	319	400	3.2%	81

***Income Totals***

<b>Income</b>	<b>Source</b>	<b>Year</b>	<b>Total</b>
Median Family Income	U.S. Census Bureau	1999	\$43,807
Median Household Income	U.S. Census Bureau	2014	\$44,318

Median HUD Income	Housing & Urban Development/Fannie Mae	2008	\$186,300
Per Capita Income	Bureau of Economic Analysis	2014	\$36,352
Total Personal Income	Bureau of Economic Analysis	2014	\$13,148,772,000

***Education Levels of Available Candidates***

The table below shows the education levels of potential candidates in LWDA 5, as of March 15, 2016.

Minimum Education Level	Potential Candidates	Percent
Less than High School	1,884	3.89%
High School Diploma or Equivalent	17,222	35.52%
1 to 3 Years at College or a Technical or Vocational School	7,503	15.47%
Vocational School Certificate	3,972	8.19%
Associate's Degree	4,653	9.60%
Bachelor's Degree	8,844	18.24%
Master's Degree	3,467	7.15%
Doctorate Degree	608	1.25%
Specialized Degree (e.g. MD, DDS)	338	0.70%

The most common educational attainment level of LWDA 5 workforce participants is High School Diploma or Equivalent at 35.52%, followed by Bachelor's degree at 18.24% and then 1 to 3 years at College or s Technical or Vocational School at 15.47%. Only 3.89% of participants have attained less than a high school diploma.

***Work Experience Levels of Available Candidates***

The table below shows the experience levels of potential candidates in LDWA 5, as of March 15, 2016.

Minimum Experience	Potential Candidates	Percent
Less than 1 year	6,360	13.11%
1 Year to 2 Years	3,133	6.46%
2 Years to 5 Years	6,728	13.87%
5 Years to 10 Years	8,517	17.56%
More than 10 Years	23,763	49.00%

***Persons with Barriers to Employment***

The most recent information on unemployment rates for persons with barriers to employment is for 2013. The LWDA 5 2013 unemployment rate was 21.8 for disabled persons, 5.0 percent for American Indians and Alaska Natives, 0.0 percent for Native Hawaiians and Other Pacific Islanders, and 6.1 percent for persons 55 and older.

- (4) Please provide an analysis of the workforce development activities (including education and training) in the region, including an analysis of the strengths and weaknesses of such services and the capacity to provide such services, to address the identified education and skill needs of the workforce and employment needs of employers in the region. WIOA §108(b)(1)(D) and §108(b)(7)

CareerSource Capital Region provides an array of services to the job seeker and business community. Services available to job seekers include: assessing skill level, career interests, transferrable skills and aptitude; career services; educational assistance; training, career exploration and labor market

information; career resources; job placement assistance; support services and referrals to partners; employability skills training (workshops) such as resume writing, networking best practices, utilizing social media and other resources in an effective job campaign, dressing for success, interviewing skills, etc.; networking events such as ConnectionsCR; and hiring events with local employers. CSCR operates full service career centers providing career management services for participants of WIOA (Adult, Dislocated Worker, Youth, and Special Projects), Welfare Transition (TANF), Veterans, and Supplemental Nutrition Assistance Program Employment & Training in addition to providing assistance to our disabled, hard to serve and unemployed (PREP) population. There is a direct relationship with our partner agencies such as Adult Basic Education and Vocational Rehabilitation providers and our mutual customer base.

Equally as robust as the job seeker services, are the services provided to our business community. CSCR provides the following services/resources to assist in meeting local employer needs: talent sourcing - job postings, recruitment and hiring events, applicant screening; retention strategies - assessments, retention based tax incentives, workforce planning; employee development - on-the-job training, employed worker training, professional development, onboarding assistance; labor market analysis - wage surveys, labor projections, industry trends, research and statistics. The Business & Employer Solutions team is intimately involved to assist in ensuring the local employers have the resources (talent, data, intel) necessary for continued growth and development.

The challenges associated with the local workforce development area's population attaining the education, skills, and training needed to fill the employment gaps is being addressed through a coordinated approach which includes key stakeholders such as the K - 12 and post-secondary institutions, economic development entities and the business community. Collectively, it is recognized that in order to meet the current and future needs of our employer community we must provide suitable candidates who possess the skills sought. More importantly, in today's job market the lack of basic education creates a barrier in obtaining employment even at minimum wage.

Utilizing a system where businesses convey their respective needs through the workforce board and its economic development partners, action steps are taken by CSCR to connect the dots. In specific, the information provided is reviewed and assessed against the current training being offered. If it is determined that the required training needed to fill the talent gap is not being delivered then CSCR will proactively target local education entities to infuse the skills being sought by employers. Additionally, post-secondary and vocational institutions are engaged to submit applications to deliver training using our established review process for making additions to the local eligible training provider list.

- (5)** Please provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area. WIOA §108(b)(7)

Both career services and training services are provided for Adult and Dislocated Worker populations. Types of career services under WIOA include Basic, Individualized, and Follow Up levels of service. Basic career services are provided throughout the Career Center and include orientations to services, initial assessment of skill levels and eligibility, referrals to open positions, job search assistance, job matching, assisting with unemployment claims, registration with Employ Florida and other labor exchange systems, and labor market training. These basic level services are designed to provide essential overviews of the career center benefits and begin the intake process into more specialized and customized solutions. Individualized services provided include formal assessments to determine career interests and/or skill levels, on-site job skills workshops and training (including resume preparation, mock interviewing, and other job-appropriate soft skills), development of individual employment plans and one-on-one career consulting. Through individualized career services the need for training level services is determined. Training services provided include both occupational skills training with approved local training providers and work-based training opportunities through on-the-job training partnerships established with employers. During training, ongoing engagement with Career Specialists is mandatory on a monthly basis. Upon completion of training and/or obtaining permanent employment, participants are then provided follow-up services for 12 months. Follow up services include periodic check-ins by Career Specialist to ensure that employment is retained. Consulting and assistance is provided for advancing employment or obtaining new employment if necessary.

Enrollment in the WIOA Adult and Dislocated Worker programs is determined through a formal assessment of eligibility and suitability. Participants are required to complete specific pre-enrollment activities as part of the WIOA application. These activities include completing Employ Florida Registration, labor market research, and formal and informal assessments. Once a candidate has been approved for enrollment, individualized career services or training services may be provided based on the need of the participant.

- (6)** Please provide a description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities. The description and assessment must include an identification of successful models of such youth workforce investment activities. WIOA §108(b)(9)

Enrollment in the WIOA Youth program is determined through a formal assessment of eligibility and suitability. Participants are required to complete specific pre-enrollment activities as part of the WIOA Youth application process. These activities include completing Employ Florida Marketplace (EFM) registration, resume creation, as well as formal and informal assessments. Once a candidate has been approved for enrollment the participant is enrolled into the Dynamic Futures™ program.

The Dynamic Futures™ model is supported by emerging research in the Youth development field, including best practices by the National Youth Employment Coalition. Dynamic Futures™ is designed to support the successful, long-term engagement of youth on personalized career pathways in growth industries. Implementation of this model in the CSCR service area during the 14-15 program year resulted in a 59% increase in Youth Placement in Education or Employment and a 96% increase in Literacy and Numeracy Gains as compared to the 13-14 program year common measures performance. This model is currently operated in 3 local workforce development areas in Florida, 3 areas in Texas, one area in Kansas and two areas in Wisconsin which all areas have seen marked improvements since implementation.

Dynamic Futures™ consists of a 5-day structured curriculum which includes basic HR training, certificate programs for sexual harassment, diversity and ethics in the workplace. Financial literacy, labor market research, job search training, goal setting and presentation skills are covered in the curriculum, as well. Participants are also assessed for basic skills proficiency. By the end of Dynamic Futures™, participants have an application-ready profile in EFM and resume, have completed mock interviews, and have created a plan that leads to either employment or education. Upon successful completion, participants are eligible for performance-based incentives, paid work experience opportunities or occupational skills training through one of the local approved training providers.

Worksite agreements are established with a variety of local employers to provide paid work experience opportunities for eligible youth participants. The standard work experience program consists of 240 hours (6 weeks FT or 12 weeks PT) paid at minimum wage. Site visits and participant evaluations are completed throughout the experience along with post-assessments to determine what work skills have been obtained through the experience. Upon completion of the work experience component, participants look to secure permanent employment either with the work experience employer or by leveraging the skills learned to earn employment in the same sector.

During training, ongoing engagement with Career Specialists is mandatory on a bi-monthly basis. Upon completion of training and/or obtaining permanent employment. Participants are then provided follow-up services for 12 months. Follow up services include periodic check-ins by Career Specialist to ensure that employment is retained. Consulting and assistance is provided for advancing employment or obtaining new employment if necessary.



## LOCAL WORKFORCE DEVELOPMENT AREA VISION AND STRATEGIC GOALS

- (1) Please provide a description of the local board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), including goals relating to primary indicators of performance described in WIOA section 116(b)(2)(A) in order to support regional economic growth and economic self-sufficiency. WIOA §108(b)(1)(E)

The CareerSource Capital Region (CSCR) Board's vision is to create a world class talent pool in Gadsden, Leon, and Wakulla Counties. The CSCR Board realizes that we are in a global competition for talent and that the workforce board needs to set the stage and be the convener of public and private partners. In doing that, the Board is also ensuring that the connections to employers is strengthened with business solutions that will grow the local economy. Using the CareerSource pillars of Collaborate, Innovate and Lead, the CSCR Board will focus on adding value to the community with our services and results.

The Board reviewed its strategic goals which are:

**Goal 1: Develop a streamlined - model to support employers.**

The LWDB for CSCR supports adjusting the current service delivery model to ensure that employers find our services easy to access and useful. Businesses are our primary customers and as such CSCR is moving to a model that is more in alignment with addressing their needs. The Business Solutions Team spends the majority of its time in the community identifying business needs for talent, training of incumbent and future staff and building a reputation that places value on the services the CareerSource system brings to that table. To assist in the development of a streamlined employer focused model, the Business Partners Advisory Council (BPAC) provides vital business intel that is analyzed and used to guide the creation of business initiatives in the local area. Moving to an industry sector-based model of delivery will assist in further aligning CSCR with the needs of employers which will in turn assist job seekers in securing employment in demand occupations.

**Goal 2: Improve the effectiveness of our service delivery.**

Starting July 1, 2016 a new integrated service model will be instituted that is industry sector driven and will provide seamless services regardless of funding source. This model will benefit the job seeking customer by not having their services segmented by funding sources as it is currently rather, the customer will have a single point of contact assigned to their case. The staff will be knowledgeable in every program and other resources to better assist a customer in meeting many of their needs as well as overcoming barriers that may hinder their ability to complete training and/or secure employment. Staff will assess each customer and look to co-enroll the customer in program(s) that will best

accomplish their desire for self-sustaining employment. This shift should increase the local area's ability to meet and/or exceed the primary WIOA indicators of performance.

**Goal 3: Attract and retain top talent.**

The Board has recognized that it needs to be strategic and inclusive in its recruitment of new board members. Currently the Board is fairly diverse and represents the major sectors that are present in the LWDB 05 area. The diverse representation is not happenstance but rather the result of a concerted effort by the Chief Executive Officer in coordination with the Nominating Committee to recruit business partners in varying sectors to serve on the Board of Directors.

To ensure the LWDB is able to retain the talent of the Board, CSCR engages with board members in many ways.

The Board has and will continue to send board members to the National Association of Workforce Boards (NAWB) to expose its leadership to the national concerns and to hear about the best practices. This has proven to be a great educational opportunity for Board leadership.

The Chief Executive Officer drafts a monthly newsletter to the Board of Directors to serve as an overview of the happenings in the area. The newsletter provides an avenue to remain engaged with the Board in between board meetings and keeps them abreast of local, state and national news related to workforce development.

The Board assigns board members to committees based on interest, knowledge and/or experience. During new board member orientation, board members are educated on the available committees and asked to make staff aware if they would like to serve on a particular committee.

In addition to the CEO newsletter, board members receive marketing collateral related to events that the local area offers to the community (employer and job seeker). This opportunity allows the members to see firsthand the importance of their volunteerism to the local area. This awareness aids in retaining members and also recruiting others.

The Board is also concerned that the staff to the Board possess the necessary competencies to effectively oversee and direct the services for the CSCR area. There are concerns that CSCR may not be able to attract/retain its staff based on a perceived threat in the reduction of funding. The Board realizes the technical expertise of the staff demands ongoing training and education and is committed to ensuring staff remains knowledgeable.

**Goal 4: Develop and improve partnerships to enhance workforce development.**

The Board and its staff have strengthened partnerships and introduced many new collaborations in an effort to leverage the services provided by CSCR and other agencies serving a similar customer base.

The Board has reached out to the City of Tallahassee and is working with the city on summer jobs for youth, being designated as a tech-hire city, working with the entrepreneurial eco-system, and working to address poverty on the South Side and Frenchtown. It has reached out to Leon County and participated in “Leon Works” which is a program to make high schoolers aware of apprenticeship and the trades as an alternative to college. The Board is represented on the Wakulla EDC and the Gadsden County Development Council (GCDC), and until its dissolution, on the Tallahassee/Leon County EDC. The Board is committed to participating and supporting the Economic Development Organizations in the area as well as working closely with the three Chambers of Commerce.

**Goal 5: Ensure that the community understands and recognizes the value and services provided.**

CSCR is committed to an awareness campaign which includes: 1) Public affairs announcements on the local radio and TV stations; 2) Maintaining an active social media presence (i.e. Twitter, Facebook, and LinkedIn pages); 3) Participating in TV interviews to provide information on workforce development as well as share upcoming events; 3) Informing partner agencies of services, programs and upcoming events by sending out fliers, posting on the CSCR website, and encouraging staff to make announcements through their personal network. Board members have participated as experts on panels and regional workshops that assist the job seeker or the employer. Outreach to the community is very important. Annually, the CSCR Board staff holds its annual Board of Directors meeting and invite the media, public shareholders, local dignitaries, and the public to share annual performance results programs and the Return on Investment (ROI) which is currently about \$29 return to the community for every \$1 of federal investment

- (2) Please describe the local area’s strategy to work with entities that carry out the core programs to align resources available to the local area to achieve the strategic vision and goals established by the local board.

The CSCR Board’s strategy is to work with the partners: Wagner-Peyser, Vocational Rehabilitation, Adult Education and Literacy and WIOA to ensure that the services provided by the core programs are easily accessed through the career center. The CSCR Board believes that aligning these services and being aware of co-enrolling opportunities can lead to better and more comprehensive services to our common customers. Vocational Rehabilitation is co-located and provides services in the career centers at least one day a week. Adult Education and Literacy is co-located in the Leon career center and provides GED training and testing services. These co-locations are an effort to put more services in one location for the common clients many of our social services partners to better coordinate service, referrals and support. Wagner-Peyser and WIOA programs are integrated with other work programs within the career centers and co-enrollment is provided, where necessary, for eligible customers.

- (3)** Please describe the actions the local board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the state board pursuant to section 101(d)(6) of WIOA.

As of the writing of this plan, the factors for becoming or remaining a high-performing board were not established by CareerSource Florida. Upon receipt of the factors, CSCR will ensure this plan is updated to outline our anticipated actions.

- (4)** Please describe service strategies the LWDB has in place or will develop that will improve meeting the needs of customers with disabilities as well as other population groups protected under Section 188 of WIOA and 29 CFR Part §38.

CSCR employs or will employ the following service strategies to improve its ability to meet the needs of customers with disabilities as well as other protected population groups:

- Stay abreast of the most up-to-date assistive technology services and tools; ensure that assistive technology services are available for use by clients.
- Provide training to all staff to ensure they are sensitive to the unique needs of individuals (to include disability etiquette) and that they know how to access and/or request accommodations for customers as needed.
- Ensure that staff know the internal process when working with individuals with disabilities and other protected population groups to ensure confidentiality of customer conversations and information.
- Ensure that all marketing and recruitment materials include equal opportunity taglines and TDD/TTY or relay service information; marketing materials will be made available through a broad range of media sources.
- Maintain a list of local agencies and resources that assist individuals with disabilities and make this information available to staff and customers.
- Engage a sign language interpreter, as needed/requested, for hearing impaired customers to attend workshops or counseling sessions.
- Ensure that vital documents (i.e. intake/registration forms, assessments, presentations, etc.) are available in Braille or audio for the hearing impaired or are translated into the significant languages present in the area.
- Conduct cross-training with core partner and other partner program staff and Career Center staff to promote relationship-building in areas such as job search techniques, job development, employer negotiation, job support strategies and employer/training services.
- Identify and collaborate on an ongoing basis with local community or advocacy organizations, agencies and schools that provide services and support to individuals with disabilities to educate them about our services and to share resources; establish partnerships/linkages through memoranda of understanding when practical.

- Ensure that staff receive Limited English Proficiency training annually and ensure Spanish speaking staff are available in career centers where Spanish speaking populations are found.
- Ensure that career center facilities meet the most current standards for physical accessibility.
- Review and amend (where necessary) processes and policies to ensure universal access and equal opportunity in the administration of and access to programs/services provided in the career center.
- Ensure representation on LWDB Board of Directors of organizations and committees who are direct providers to individuals with a disability to voice the needs of their customers and assist in the creation of strategic plans and policies. Preferred agencies/organizations serve an array of disabilities including physical, mental, cognitive and sensory disabilities.
- Create and use a common intake form to help determine eligibility for multiple career center and partner programs/services.
- Designation of qualified staff to serve as the Equal Opportunity Officer and frontline staff to act as a Disability Resources Coordinator.
- Develop and implement data sharing agreements among partner programs that serve individuals with disabilities that increase effective support of customers served by the Career Centers, consistent with privacy and confidentiality policies.
- Network with the employer community in partnership with other local organizations that serve individuals with disabilities to make a “business case” by offering OJT, customized training, etc. for hiring individuals with disabilities.
- Provide employers with disability awareness training in partnership with VR.

**(5)** Describe the process used to develop your area’s vision and goals, including a description of the participants in the process.

The CSCR Board participated in an off-site retreat to determine its vision and goals for the area. A former board member, an experienced facilitator, led the board’s effort to determine the vision and goals. In advance of the retreat, all board members were asked to complete a self-assessment survey created by the National Council of Nonprofits. During the retreat, the self-assessment survey results were reviewed to determine where there were opportunities to increase Board participation and increase member’s understanding of the roles and responsibilities of service on the CSCR Board. This has provided a baseline for future surveys which the board decided to complete every other year. The Chief Local Elected Officials (CLEO’s) was also invited to be a part of the discussion regarding the vision and goals for Gadsden, Leon and Wakulla counties. The board also welcomed suggestions and ideas from the job seeker and business community.

**(6)** Describe how the LWDB's goals relate to the achievement of federal performance accountability measures to support economic growth and self-sufficiency. WIOA §108(b)(1)(E)

CSCR goals are designed to assist the local workforce development area in the achievement of federal performance measures which in turn supports the economic growth and self-sufficiency of its job seekers. CSCR's prior high level of achievement and experience in managing the federal accountability measures is proof that the goals outlined leads to meeting and/or exceeding performance. CSCR continues to assist job seekers enter and re-enter the workforce which spurs economic growth and supports and drives federal performance measures. Below is a condensed snapshot of these goals.

1. Develop a streamlined model to support employers – the development of an employer focused model supports the creation of jobs in in-demand industries which leads to self-sufficiency for those seeking employment and transitioning careers.
2. Improve the effectiveness of service delivery – the integrated service model is industry driven and allows job seekers to receive the assistance needed to become successful, regardless of program affiliation. Addressing employment barriers and meeting the needs of job seekers is monumental in assisting the job seeker in obtaining and maintaining employment.
3. Attract and retain top talent – a knowledgeable staff is essential in assisting customers to navigate the world of work in order to obtain their goal of employment. A well-informed board demands high-quality services for the community. The provision of high-quality services produces a better demand/supply model which leads to job seeker and employer satisfaction.
4. Develop and improve partnerships to enhance workforce development – collaboration is the cornerstone to leveraging resources and being able to provide services to as many job seekers as possible. This approach also positions CSCR to be able to assist job seekers with a resolution to barriers that affect their ability to get and keep a job; the same can be said for employers through partnerships with local economic development organizations. Businesses are able to receive assistance with attracting, training, and transitioning talent.
5. Ensure that the community understands and recognizes the value and services provided – without job seekers and employers understanding the value and types of services available through the career centers, CSCR would not be successful at fulfilling its mission of getting Floridians back to work.

**(7)** Please indicate the negotiated local levels of performance for the federal measures. WIOA §108(b)(17)

As of the writing of this plan, the Department of Economic Opportunity (in partnership with CareerSource Florida) had not begun the processing of negotiating local levels of performance for the federal measures. Subsequent to negotiations occurring, CSCR will ensure this plan is updated to reflect its negotiated local levels of performance.

- (8) Please describe indicators used by the LWDB to measure performance and effectiveness of the local fiscal agent (where appropriate), contracted service providers, and the one-stop delivery system in the local area. WIOA §108(b)(17)

Effectiveness of the local fiscal agent is evaluated by: Quarterly financial DEO monitoring, five different Risk Assessment and Independent Control Activities analysis's, Annual A-133 Independent Audit, Annual Internal Controls questionnaire monitored by DEO and Monthly budget to actual expense reports.

Further, CSCR has a primary contractor who serves as both One-Stop Operator as well as the contracted provider for workforce development services. As such, CSCR utilizes performance measures outlined in the performance-based contract between CSCR and the One-Stop Operator/Contracted Service Provider to measure the effectiveness of the services it provides as well as the overall effectiveness of the one-stop delivery system that they lead operations for. The contract also requires CSCR to holdback 20% of the contract amount and link that sum to the achievement of performance deliverables linked to placements, DEO quality assurance review error rate, case management, customer follow-up and specific performance measures. CSCR establishes and negotiates the performance deliverables with the One-Stop Operator/Contracted Service Provider on no less than annually.

The following chart serves as an illustration of the performance deliverables that were outlined in the 2015/2016 workforce services contract:

<b>Performance Measure</b>	<b>15/16 Goal</b>	<b>Requirement</b>	<b>Comment</b>
<b>Overall Placements</b>	2,000 Staff-Entered Placements	Contractor will work in coordination with CSCR to ensure job seeker customers served in CSCR's operating area obtain employment.	Note: The placement goal is a subset of the overall number of placements that occur in CSCR's operating area.
<b>Placements – Internal Job Orders</b>	335 Placements Against Internal Job Orders	Contractor will work in coordination with CSCR to ensure job seeker customers served in CSCR's operating area obtain employment.	Note: It is expected that this goal will increase as the new service delivery model is implemented to include effective job matching and referral strategies.

<b>DEO Quality Assurance Review</b>	Error rate of 10% or less	Contractor will work to ensure that programs are operated in a manner that are consistent with federal, state and local policies in order to reduce findings and other issues of non-compliance.	None.
<b>Case Management for WIOA Adults and Dislocated Workers</b>	100% engagement rate	Contractor will work to ensure that all individuals enrolled as an Adult or Dislocated Worker are actively engaged by and with their assigned staff. Contact/engagement is encouraged no less than monthly; however a period of no contact by staff may not exceed 45 days.	None.
<b>Case Management for WIOA Youth</b>	100% engagement rate	Contractor will work to ensure that all enrolled Youth are actively engaged by and with their assigned staff. Contact/engagement is encouraged no less than twice per month; however, a period of no contact by staff may not exceed 30 days.	None.
<b>WIOA Adult and Dislocated Worker Follow-up</b>	100% completion rate	Follow-up must be completed for 100% of those individuals whose cases were closed for each of the following intervals: 1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> and 4 <sup>th</sup> quarters after exit.	None.
<b>WIOA Youth Follow-up</b>	100% completion rate	Follow-up must be completed for 100% of those individuals whose cases were closed for each of the following intervals: 1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> and 4 <sup>th</sup> quarters after exit.	None.
<b>Adult Entered Employment Rate</b>	85% using DEO's Monthly Management Report (MMR)	Contractor will ensure that WIOA Adults who were unemployed at participation are employed at closure.	Note: Performance Goals will be derived based upon the following criteria: <ul style="list-style-type: none"> <li>· The state's negotiated goals with USDOL</li> <li>· The LWDA's negotiated goals with the state</li> <li>· Goals more stringent than either of the above as determined by CSCR.</li> </ul>
<b>Dislocated Worker Entered Employment Rate</b>	85% using DEO's Monthly Management Report (MMR)	Contractor will ensure that WIOA Dislocated Workers who were unemployed at participation are employed at closure.	Same comment as Adult Entered Employment Rate.



<b>Adult Credential Attainment Rate</b>	85% using query, manual data or EFM predictive report	Contractor will ensure that WIOA Adults who were enrolled in education at participation, or any time during the program, have attained a post-secondary certificate at closure.	Same comment as Adult Entered Employment Rate.
<b>Dislocated Worker Credential Attainment Rate</b>	85% using query, manual data or EFM predictive report	Contractor will ensure that WIOA Dislocated Workers who were enrolled in education at participation, or any time during the program, have attained a post-secondary certificate at closure.	Same comment as Adult Entered Employment Rate.
<b>Youth Placement in Employment or Education</b>	55% using query, manual data or EFM predictive report	Contractor must ensure that youth who are not in post-secondary education, employment, or the military at participation are either employed; in the military; enrolled in post-secondary education; advanced training; or occupational skills training at closure.	Same comment as Adult Entered Employment Rate.
<b>Youth Credential Rate</b>	75% using query, manual data or EFM predictive report	Contractor will ensure that Youth who are enrolled in education at participation, or any time during the program, have attained a diploma, GED or certification at closure.	Same comment as Adult Entered Employment Rate.
<b>Youth Skills Gains</b>	35% using query, manual data or EFM predictive report	Contractor must ensure that out-of-school youth who are basic skills deficient (BSD) in either literacy or numeracy increase one or more educational functioning levels by their one-year anniversary date of participation.	Same comment as Adult Entered Employment Rate.
<b>Welfare Participation Rate</b>	50% on the MMR	Contractor will engage families receive TANF that include a work-eligible adult or minor head-of-household in countable work activities.	None.
<b>Welfare Entered Employment Outcome Rate</b>	27.5% on the MMR	Contractor will assist TANF customers with obtaining employment to ensure cases are closed due to earnings.	None.

CSCR also measures the effectiveness of contracted service providers and the one-stop delivery system through strenuous internal quality assurance review requirements. The Contractor is required to conduct self-monitoring no less than monthly and to report the outcome(s) and related trends to the designated CSCR staff. Additionally, designated CSCR staff conduct scheduled bi-annual monitoring, impromptu monitoring as well as “spot checks” in EFM and OSST to review the quality of work occurring each month in the areas of services strategies and employment plans, data validation (employment

verifications, credentials, etc.), service/activity codes and case notes entered in EFM and OSST, and other items as determined necessary and appropriate according to program-specific requirements.

**(9) Please describe the definition of “self-sufficiency” utilized by your local area. WIOA §108(b)(1)**

In accordance with WIOA 134 (a)(3)(A)(xii) and TEGL 03-15, each local workforce development area is required to establish a local definition of economic self-sufficiency. At a minimum, such criteria must provide that self-sufficiency means employment that pays at least the lower level standard income level, as defined in WIOA Section 3(36)(B). The purpose for defining self-sufficiency, is to aid in establishing WIOA program eligibility for unemployed and employed adult and dislocated workers to receive individualized career and training services in CSCR’s operating area. With this in mind, CSCR’s local operating procedures reflect the following definitions:

Lower Living Standard Income Level (LLSIL) - That income level (adjusted for regional, metropolitan, urban and rural differences and family size) determined annually by the Secretary of Labor based on the most recent lower living family budget issued by the Secretary [of Labor].

Self-sufficiency (WIOA Adults) - These individuals are considered self-sufficient if their earnings, based upon family size, are above 200% of the LLSIL established for CSCR’s operating area (prior to application for services).

Self-sufficiency (WIOA Dislocated Workers) - These individuals are considered self-sufficient if their earnings are at least 80% of their earnings at the time of their dislocation.

Self-sufficiency (Welfare Transition) - These individuals are considered self-sufficient if their earnings, based upon family size, are above 200% of the federal poverty level established for CSCR’s operating area.

Self-sufficiency (Incumbent Workers) - These individuals are considered self-sufficient if the employee’s hourly wage is less than or equal to 200% of the LLSIL wage (for a family size of three) for CSCR’s operating area. Note: If the Incumbent Worker currently meets the definition of self-sufficiency; however, needs services in order to retain their self-sufficient employment, he/she may be served if a Statement of Need is obtained from the employer that the employee will not be retained unless additional training or services are received.

## COORDINATION OF SERVICES

- (1) **Coordination of programs/partners:** Please describe how individualized career services will be coordinated across programs/partners in the one-stop centers, including Vocational Rehabilitation, TANF and Adult Education and Literacy activities. Specify how the local area will coordinate with these programs to prevent duplication and improve services to customers. TEGL 3-15

CSCR is dedicated to meeting the needs of the employers and job seekers residing in Gadsden, Leon and Wakulla counties. By strategically aligning our system with economic development, education and core partners, CSCR is primed to carry out its goals and mission. CSCR collaborates with core partners by way of agreements, memorandum of understandings and joint planning. Individualized career services are coordinated across programs and partners to serve job seekers. Where possible, staff ensures co-enrollment to provide services needed to attain employment or complete training. These strategies assist in ensuring that services are not duplicated.

Upon entry, job seekers are “triaged” through formal and informal assessments to determine their knowledge, skills, abilities, needs, and barriers. It also verified whether the customer is registered in EFM and have a viable resume for job search. Job seekers that are considered job ready can access EFM and other resources to quickly move into employment while those needing more intensive needs are connected with services geared to build their skills and increase their earning capacity. To assist with needs and barriers, referrals are made to the appropriate program partners to address the identified needs of the job seeker.

Job seekers are routinely screened for eligibility and suitability of multiple programs to ensure the needs of the job seeker is met regardless of initial program affiliation. Young adults between the ages of 16-24 that receive cash assistance benefits and children of migrant workers are co-enrolled in the WIOA youth program to benefit from a case management approach that most resonates with adults within this age range. Job seekers participating with the Welfare Transition and Supplemental Nutrition Assistance Program, Employment & Training that require assistance with training/educational costs and appear to be job ready are co-enrolled in the WIOA Adult or Dislocated Worker Program. CSCR makes and receives referrals from Vocational Rehabilitation and Adult & Community Education for training assistance, job search assistance, employability workshops, and assessments that are not available within their agency. Every effort is made by programs and partner agencies to leverage funds where possible and to avoid duplication of efforts.

To ensure frontline staff are educated on the resources available in the service area, partner agencies provide training on their agencies. CSCR through its outreach efforts also provide information

regarding available career center services. In most instances, points of contact are established for technical assistance purposes. The education of staff is important in staff knowing when to utilize partner agencies to provide services or address needs of the job seeker for which CSCR does not have available resources.

- (2) Coordination with Economic Development Activities:** Please provide a description of how the local board will coordinate workforce investment activities carried out in the local areas with economic development activities carried out in the region (or planning region) in which the local area is located, and promote entrepreneurial training and microenterprise services. WIOA §108(b)(4)(iii)

The CareerSource Capital Region (CSCR) Board has invested in working with the three counties of Gadsden, Leon, and Wakulla Economic Development Councils. With this investment, CSCR has a Board position on the EDC, and regularly attends meetings to give input on workforce issues facing the area. CSCR has an MOU with the active EDC's in the area to outline the specific duties of each organization to coordinate workforce investment and economic development activities. Our goal is to assist the local Economic Development Organizations (EDOs), Chambers, and others in the attraction, expansion and retention of businesses in the three county area. CSCR strategically partners with local EDO's and chambers of commerce to ensure we are supporting the vision of each entity. The Business Solutions team attends all industry sector roundtable meetings and serves as an extension of each organization's staff. This is accomplished by teaming up on meetings with businesses looking to expand or move to the area, offering a variety of workforce development solutions, and providing labor market data. Business Solutions team members also have office hours at the local Tallahassee Chamber of Commerce office.

Having just completed the StartUp Quest® program under a Department of Labor Innovation Grant to CareerSource North Central Florida, CSCR has developed strong relationships with the entrepreneurial community in Tallahassee. In addition, CSCR staff are in leadership positions throughout the community to maintain communication and engagement with the entrepreneurial eco-system. For instance, CSCR's Director of Client Solutions and Advancement is the current chair of the Alliance of Entrepreneur Resource Organization (AERO) group. AERO is a coalition of public agencies and community non-profit organizations united to provide current and new businesses with resources to aid in their success. Tallahassee Community College is also planning to establish an entrepreneurial training certification program for our local area. CSCR plans to assist in ensuring the certification program is a success and available to job seekers through the LWDB's training provider list.

- (3) Coordination of education and workforce investment activities:** Please describe how the local board will coordinate education and workforce investment activities carried out in the local area with

relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services. WIOA §108(b)(10)

CareerSource Capital Region has developed strong relationships with a myriad of community educational partners. CSCR has an excellent relationship with Tallahassee Community College (TCC) and the two Technical Centers in our local area. Our goal is to align with the Economic Development entities and their targeted industries along with the identification of job demand gaps to encourage additions and modifications to the training options as the labor market changes. Tallahassee is an education town with Florida State University, Florida A&M University, TCC, ITT, Keiser University, Flagler College, and other educational providers serving the local area. CSCR has a relationship with all the training providers and with our newly established Career Pathways Council, is setting a structure in place to develop realistic career information for those job seekers we serve.

- (4) Coordination of transportation and other supportive services:** Please describe how the local board will coordinate workforce investment activities carried out under this title in the local area with the provision of transportation, including public transportation, and other appropriate supportive services in the local area. WIOA §108(b)(10)

CSCR has been a long standing member on the Transportation Disadvantaged Coordinating Board (TDCB) for the three counties comprising its service area. The TDCB is responsible for reviewing and discussing issues relating to providing transportation services to community members who are unable to provide their own transportation to vital services, such as medical appointments and employment. Through CSCR's participation in the TDCBs, the needs of our customers are taken into account and CSCR is able to look for other ways to partner/leverage funds with other community partners serving the same customer base.

Additionally, CSCR provides transportation and other support services, based on program and funding availability to assist customers in overcoming barriers to employment. In the instance CSCR is not able to provide a particular service, customers are referred to other partners for assistance. Where possible, CSCR facilitates the connection between the partner agency and the customer in order to access services. The following services are currently provided by CSCR:

**Transportation Assistance:** Customers participating in the Welfare Transition (WT) program are able to receive transportation assistance based upon need and the mileage for participation in program activities. Customers may be considered to have minimum, moderate, or high level need and the amount received is based on the determined level of need. In no instance will a customer receive more than \$40 monthly in gas cards/bus passes. Customers that fail to participate as required are not eligible to receive assistance unless there is a documented hardship.

Due to funding, the WIOA program participants do not receive transportation assistance. CSCR has begun to rethink providing this service for those who are participating in occupational skills training and work-based training (OJT, Transitional Jobs, Internships, Work Experience).

**Childcare Assistance:** Childcare assistance is provided to WT customers by referral to the Early Learning Coalition (ELC). Customers who are mandatory and successfully completing assigned activities are eligible to receive a referral authorizing ELC to provide subsidized services. Customers are required to provide proof of participation and/or employment in order to receive ongoing referrals. Customers whose public assistance ends due to income (transitional customers) are provided childcare assistance for up to two years upon documenting continued employment.

**Training/Work-Related Assistance:** WT customers who are employed, attending school, or in training are eligible to receive assistance with the purchase of work, school and training-related items. These items can include tools/supplies/equipment, uniforms and other related forms of clothing/shoes, lab/testing fees, books, tuition, GED fees, certification/licensure fees or other appropriate work/school-related items.

Workforce Innovation & Opportunity Act (WIOA) program participants who are enrolled in occupational skills training are eligible to receive assistance with the purchase of training related items. These items may include books, tools, uniforms/related clothing items, license and examination fees as well as other appropriate training related items. CSCR may also pay for testing fees (background and/or drug screening) that are documented requirements of the training provider for each student irrespective of the source of funding; customers must also express a need to receive the service and attest there are no other means/resources at their disposal.

**Education Assistance:** Due to the lack of funding, Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T) does not directly assist their participants with paying for GED tuition and exam fees; rather, through referral to the WIOA programs based on eligibility and suitability. Where appropriate, customers are referred to other partner agencies for assistance in this regard.

**Other Support Services:** WT customers are also able to request other assistance as a diversion to receiving on-going benefits as well as with relocating for employment or domestic violence situations. Customers that apply for public assistance but have yet to be approved/receive benefits AND have an emergency and/or unexpected situation AND can prove that there is not a need for on-going public assistance payments may qualify for and receive up-front diversion funds up to \$1000 through the Department of Children & Families (DCF).

Relocation assistance is available to applicants that meet the eligibility criteria for up-front diversion and customers receiving ongoing benefits and meet the eligibility criteria for relocation assistance. If

the customer does not qualify for or receive cash assistance benefits due to exhausting their time limited benefits, the customer is not eligible to receive relocation assistance. Relocation assistance may be granted up to \$2000 and requires a relocation distance of 50 miles from their current residence.

For both services, eligibility must be determined by CSCR and supporting documentation provided to DCF for issuance of funds.

- (5) Coordination of Wagner-Peyser Services:** Please provide a description of plans and strategies for, and assurances concerning, maximizing coordination of services provided by the state employment service under the Wagner-Peyser Act (29 U.S.C 49 et seq.) and services provided in the local area through the one-stop delivery system to improve service delivery and avoid duplication of services. WIOA §108(b)(10)

Due to Florida's workforce development innovations that are ahead of many of our state-level counterparts in the nation, CareerSource Capital Region coordinates effectively with the Department of Economic Opportunity (DEO) as it relates to the provision of Wagner-Peyser services. The Memorandum of Understanding (MOU) between CSCR and DEO (Exhibit "A" of the Grantee-Sub grantee Agreement between CSCR and DEO) establishes the organizational framework to integrate the delivery of DEO programs and services into the one-stop delivery system. This MOU, as supported by Chapter 445, Florida Statutes, integrates all workforce development programs/services within the one-stop delivery system and places DEO-funded merit staff under the functional direction and management of the One-Stop Operator. Because of this, Wagner-Peyser services are fully integrated into our career center operations thus allowing us to effectively coordinate service delivery between the various workforce development services in a manner that avoids duplication and is seamless for both employer and job seeker customer groups.

- (6) Coordination of Adult Education and Literacy:** Please describe how the local board will coordinate workforce investment activities carried out under this title in the local area with the provision of adult education and literacy activities under Title II in the local area, including a description of how the local board will carry out, consistent with subparagraphs (A) and (B)(i) of section 107(d)(11) and section 232, the review of local applications submitted under Title II. WIOA §108(b)(10)

CSCR coordinates with the Adult Education and Literacy providers in the following ways:

- Serves on the LWDB 5 Board of Directors to serve as a voice for adult learners.
- Serves as co-chair of LWDB 5's Youth Council provides valuable information related to addressing service gaps and improve the effectiveness of the youth program.
- Provides on-site GED courses for job seekers in the immediate area of the Leon Career Center.



- Provides cross-referrals of students that could benefit from the services offered by CSCR.
- Shares information for mutual customers to include attainment of credential (GED), attendance verification, exam readiness, changes in testing requirements, and financial resource information for exam costs.
- Leverages costs by proctoring Test of Adult Basic Education (TABE) for mutual customers

As new administrative policy is provided by CareerSource Florida regarding WIOA Training Provider List procedures, these partners will submit applications to provide adult education and literacy services under title of WIOA. The application will be reviewed using CSCR's standard process for reviewing and approving applications for training services.

CSCR in coordination with the local provider of adult education and literacy training developed a Memorandum of Understanding that includes/will include:

- Defined the referral process between the agencies (i.e. tracking, close-out, communication protocol)
- Customer service delivery process (combined case management approach)
- Common performance measures
- Schedule for training of staff for all agencies (CSCR, ACE)
  - Include core partners in workforce development training from Department of Economic Opportunity, Department of Labor, and Food & Nutrition Services
- Meeting schedule to review processes, share information, evaluate performance outcomes, and identify service gaps
- Established points of contacts at each agency to address emergent issues
- Possible areas of duplication and define an integrated approach to ensure the alignment of workforce activities with the resources and services necessary to assist adult and limited English proficient learners

**(7) Cooperative Agreements:** Please provide a description of the replicated cooperative agreements (as defined in WIOA section 107(d)(11)) between the local board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29U.S.C 721(a)(11)(B)) and the local office of a designated state agency or designated state unit administering programs carried out under Title I of such Act (29 U.S.C. 721(a)(11) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross-training staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts of cooperation, collaboration and coordination.

CSCR will develop local Memoranda of Understanding (MOUs) with our core program partners, Vocational Rehabilitation to:



- Define the referral process between the agencies (i.e. tracking, close-out, communication protocol)
- Determine customer service delivery process (combined case management approach)
- Define common performance measures
- Create a schedule for training of staff for all agencies (CSCR, VR)
  - Include core partners in workforce development training from Department of Economic Opportunity, Department of Labor, and Food & Nutrition Services
- Establish a meeting schedule to review processes, share information, evaluate performance outcomes, and identify service gaps
- Establish points of contacts at each agency to address emergent issues
- Define areas of duplication and define an integrated approach to ensure the alignment of workforce activities with the resources and services necessary to assist persons with disabilities

## DESCRIPTION OF THE LOCAL ONE-STOP SYSTEM

**(1) General System Description:** Describe the one-stop delivery system in your local area, including the roles and resource contributions of one-stop partners. WIOA §108(b)(6)

The Workforce Innovation and Opportunity Act provides the platform by which the nation's workforce development system can transform from a supply-driven system to one that strives to meet the ever-changing demands of the business community. Because of this, CSCR has utilized the passage of WIOA as an opportunity to create a local workforce system that embodies the vision of WIOA by:

1. Knowing and understanding that the needs of business and workers drive workforce solutions;
2. Ensuring that our career centers provide excellent customer services to job seekers and employers and focus on continuous improvement; and
3. Supporting strong regional economies and playing an active role in community and workforce development.

The local one-stop delivery system includes a comprehensive career center in each of the counties included in CSCR's operating area that offers job seeker customers a range of programs and services that support the local workforce development system. These services are available to any eligible adult, youth, and dislocated worker based upon an assessment of the individual's needs and the resulting employment plan or service strategy. Specific services incorporated into CSCR's service delivery system include orientation to services; computer resources which job seekers may use to conduct job searches, develop and post their resume, complete job applications and other job-search related needs; referrals to job opportunities; career exploration and assessment; work-readiness workshops on resume writing, interviewing and other training topics; information on training provider programs to include past performance and cost; local and state labor market information; information on referral to support services such as transportation, childcare and assistance to victims of domestic violence; assistance with applying for reemployment assistance benefits and claiming weeks; determining eligibility for federal workforce programs; and other basic and individualized career services as well as training services.

The local one-stop delivery system also includes a variety of comprehensive services to employers that include, but are not limited to: job postings; screening and referral of qualified candidates; training grants for incumbent workers; provision of labor market information; job fairs, hiring fairs and other recruitment events; information regarding tax incentives and other economic development programs; general and updated information regarding unemployment insurance and workers' compensation; customized recruitment, qualification and assessment screening of applicants; Rapid Response and/or Outplacement services for downsizing companies; development of on-the-job (OJT) training programs; and customized training.

The following resources will be pooled within the one-stop systems to provide services: 1) Workforce Innovation and Opportunity Act funds, 2) Temporary Assistance for Needy Families funds for the Welfare Transition program, 3) Wagner-Peyser funds, 4) Supplemental Nutrition Assistance Program Employment & Training funds, 5) Reemployment Assistance funds, 6) Veteran Services funds, and 6) other special grants/funds as awarded to CSCR. WIOA funds will be expended for basic career services, individualized career services, training and follow-up services. All workforce funds will be used to pay for their proportionate fair share of costs to operate the career centers and to ensure the efficient operation of workforce development programs/services throughout our operating area. Currently, additional partners such as Vocational Rehabilitation, Adult Education and Literacy and the Division of Blind Services do not financially contribute to the space and overhead costs of the local one-stop delivery system as CSCR is awaiting further guidance from CareerSource Florida as further communication and negotiations occur with the required partners at the state-level.

- A. Is each of the required WIOA partners included in your one-stop delivery system? Describe how they contribute to your planning and implementation efforts. If any required partner is not involved, explain the reason.

The mandatory partners in WIOA are just beginning to engage and have a limited presence in our Career Centers. The local leadership (Leon County School System and Vocational Rehabilitation) is now on the workforce board, and the Memorandums of Understanding (MOUs) are in process or in place.

Adult Basic Education is a partnership with the Leon County School System and is the local provider of GED training and testing in our Leon Center. All three of our Career Centers can proctor tests and administer assessments. An MOU is in place.

Wagner-Peyser is our front door and provides the core job seeker services. The funding for this service remains flat and staffing it adequately is a challenge. We typically have over 3800 visits per month to our three centers combined. An MOU is in place.

Vocational Rehabilitation is in the process of approving an MOU with CSCR. The process started last September.

- B. Identify any non-required partners included in the local one-stop delivery system.

The Capital Area Community Action Agency has just become an established partner in two of our Career Centers (Leon and Wakulla). The organization's mission is to provide a comprehensive system of services and resources to reduce the effects of poverty,

empower low-income citizens to become self-sufficient and improve the overall quality of their lives and our community. CSCR is a key partner in preparing these individuals for employment and being job ready.

Experience Works is a partner in Gadsden and Leon Counties with the Senior Employment Program providing opportunity for those unemployed over 55 years old. CSCR commits to serving as a worksite for this program.

Forward March is an employability program offered by Career Training Concepts, Inc. for Welfare Transition and Supplemental Nutrition Assistance Program Employment & Training programs. Forward March is housed in the Leon and Gadsden career centers and holds classes five days a week. The curriculum includes functional literacy, work readiness and life skills training as well as placement assistance.

Department of Children and Families (DCF) is in the Leon County Career Center four days a week assisting families with benefit questions and needs regarding TANF.

Early Learning Coalition is in the Wakulla Career Center with a full time staff member assisting job seekers with child care needs.

Tallahassee Community College is co-located in the Wakulla Center and the lease holder with Centennial Bank who owns the space. There will be an expansion of the college's presence on the site to provide more services to the citizens of Wakulla.

- C. The LWDB, with the agreement of the chief elected official, shall develop and enter into a memorandum of understanding between the local board and the one-stop partners. Please provide a copy of any executed MOUs. WIOA §108(b)(6)(D).

As described above in 1A, LWDB 05 has entered into a Memorandum of Understanding between the local board and the One-stop partners under the direction of the Chief Elected Officials with the following:

- Department of Education - Division of Vocational Rehabilitation
- Department of Economic Opportunity - Wagner-Peyser
- Leon County School Board – Adult & Community Education

**(2) Customer Access:** Describe actions taken by the LWDB to promote maximum integration of service delivery through the one-stop delivery system for both business customers and individual customers.

The LWDB employs a “supply/demand” approach in the one-stop delivery system. Business & Employer Solutions manages the “demand” side of the equation through engagements with the local business community. Job orders obtained and entered into Employ Florida are assigned to career center staff for direct recruitment of candidates--the “supply” side of the equation. In addition to recruiting active caseloads, career center staff recruit for assigned job orders by conducting skill and resume searches in EFM and other resume aggregator websites like Indeed and LinkedIn. When viable candidates are identified, referrals are made in EFM and passed to the Business Account Executives for presentation to employers.

Career Center staff are kept apprised of the specific needs of employers through ongoing communications with the Business & Employer Solutions team members. These communications ensure that Business Account Executives know the skills and qualities of the career seekers that are ready to be employed and that Career Center staff are aware of the skills and qualities desired by employers. This information drives career seeker services through educational workshops and individual career consulting. Furthermore, skill gaps are addressed through seeking out and securing training providers and programs that meet the needs of local employers.

Additionally, CSCR’s Business Partnership Advisory Council (BPAC) is a group of executive level professionals advocating on behalf of the solutions provided by CSCR.

Our business partners include representatives from health care, professional services, information technology, banking and finance, government, transportation & logistics, staffing, manufacturing and business organizations such as Big Bend Society for Human Resource Management, the local SHRM affiliate.

The BPAC members provide advice and guidance to CSCR, serve as event guest speakers, and educate the business community about the capabilities of CSCR. They also indirectly assist CSCR with finding the right fit for candidates. Members also help CSCR staff understand the current job market and provide business intelligence.

- A. Describe how entities within the one-stop delivery system, including one-stop operators and one-stop partners, will comply with the Americans with Disabilities Act regarding physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing needs of individuals with disabilities. Describe how the LWDB incorporates feedback received during consultations with local Independent Living Centers regarding compliance with Section 188 of WIOA. WIOA §108(b)(6)(C)

All CSCR Career Centers are ADA compliant and all forms, flyers, advertisements and postings include the required EEO information. Additionally, each office is equipped with computer software/hardware for use by persons with disabilities. Staff receive training at

least annually regarding serving individuals with disabilities and how to handle accommodation requests. Sign language translators are engaged as needed to serve individuals with hearing impairments and Braille documents and audio recordings are available as well. Career seekers with disabilities are considered universal customers and have access to all services and programs in all centers.

- B. Please describe how entities within the one-stop delivery system are utilizing principles of universal design in their operation.

CSCR makes every attempt to utilize principles of universal design within its operations, including in the design and layout of its new one-stop center locations. Space for staff and one-stop partners to meet with customers, for workshops and assessments is accessible for all individuals. Information is made available in various formats and assistive technology is utilized so standard online tools can be used by all customers.

- C. Please describe how the LWDB facilitates access to services provided through the local delivery system, including remote areas, through the use of technology and through other means. WIOA §108(b)(6)(B)

Introduction to the services provided will be conducted through a virtual Tour of Services which is delivered via computer. This virtual Tour of Services allows for new customer intake at any time of the day during operating hours. It can also be deployed on the CareerSource Capital Region website for remote access. Once complete, customers are expected to complete a full registration in Employ Florida Marketplace. Registration may be assisted in our career center or completed independently by users in remote areas. Upon completion of the Tour of Services and Employ Florida registration, customers are assigned to specific Industry Sectors and an initial assessment with a Talent Acquisition Specialist is completed. During this initial assessment, the following topics are discussed informally:

- Education and work history
- Employment goals
- Specific barriers to employment
- Basic eligibility requirements for WIOA and other programs
- Available resources for assistance

During this meeting, it is also determined which level of services the customer would most benefit from utilizing. Career Center services include:

- Staff assisted job search and referrals
- Live workshops in the career center on topics ranging from job search training (e.g., resume preparation and mock interviewing) to soft skills education (e.g., effective communication skills and conflict resolution)
- Independent and guided skill-building programs for basic job skills like computer literacy and typing
- Formal assessments for career interest inventories or job skills
- Creation of individual employment plans and ongoing one-on-one career consulting

CSCR has also established the Affiliate Status Partnership to expand services outside of the career centers by aligning with community partners with an interest and space for job seekers in remote areas to access the Employ Florida Marketplace to search for job opportunities. Affiliates by nature are agencies in remote areas of Gadsden, Leon, and Wakulla counties that are churches, libraries or other community partners.

Upon request, remote areas may also be serviced through deployment of the LWDB's mobile unit. The mobile unit houses a mobile computer lab capable of accessing the internet and allows for on-site provision of services.

**(3) Integration of Services:** Please describe how one-stop career centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under this Act and programs carried out by one-stop career center partners. WIOA §108(b)(21)

The LWDB has worked to streamline the integration of all programs into a singular intake and case management process. Irrespective of program (WIOA, Welfare Transition, SNAP, special grants, universal services, etc.), all customers will complete a Tour of Services, Employ Florida Registration, and Initial Assessment with an Industry-Specific Talent Acquisition Specialist prior to accessing services. Once these steps are complete enrollment into specific programs is dependent upon the customer completing a prescribed set of activities which include:

- 5-Minute Series - A series of short, online webinars on a variety of topics including basic job search training and soft skills training.
- Labor market research
- Resume creation

- Industry Scholars Certificate Program - For those interested in training services, the Industry Scholars Certificate program is a web-based educational tutorial that exposes customers to positions within their industry of interest. The tutorial covers a “day in the life”, local labor market statistics, industry terminology, and culminates in a certificate of completion to ensure that customers have a baseline understanding of the career opportunities prior to enrolling in a training program.

Because these required activities are aligned among all programs, customers are able to more easily access services provided by various programs without having to “start over” and complete new requirements. Opportunities for co-enrollment are more easily determined and leveraged to provide customers a customized and unique solution based on specific goals.

Furthermore, each one-stop utilizes ATLAS for universal check-in to the one-stop and to house electronic versions of customer files. Because all customer files are housed electronically and by customer rather than program, co-enrolled customers can more easily be case managed and monitored for compliance.

**(4) Competitive Selection of OSO:** Describe the steps taken or to be taken to ensure a competitive process for selection of the one-stop operator(s). WIOA §121(d)(2)(A)

As outlined in CSCR’s administrative plan, when procuring goods or services at a unit price of \$150,000 or over, the organization must advertise for competitive proposals or bids. Therefore, CSCR utilizes the Request for Proposal (RFP) process in order to competitively procure One-Stop Operator / Workforce Development Services. Public notice of the RFP is conducted through newspaper advertisement and a notice is mailed electronically to all entities or individuals found on CSCR’s compiled vendor list, including minority organizations. Additionally, the RFP is posted via CSCR’s social media channels and on our website. The RFP is released for a 30-day period to allow for an adequate response time for potential respondents.

Any organization that is interested in submitting a proposal is required to submit a Letter of Intent to Propose by the deadline stated in the RFP. CSCR also provides a window of time within which interested parties may submit written questions or requests for clarification. Using its discretion regarding the questions presented, CSCR posts the questions received, as well as the answers/responses, to our website. The next step in the process includes formulating a review committee that can be comprised of both internal and external subject matters experts. The review committee members are provided with a rating sheet that outlines that criteria and scoring system that the proposals should be rated against. Review committee members are only tasked with reviewing those proposals that have been determined to be “responsive” (as defined within the RFP). Each review committee member reviews the proposals, completes a rating sheet for each proposal, and



sends it to the CSCR designee who is responsible for reviewing and compiling the ratings. From there, staff prepares a recommendation for submission to the organization's Strategic Policy and Planning Committee, then the Executive Committee and finally, the full Board of Directors. Lastly, the Board of Directors then provides that necessary approval for CSCR staff to begin contract negotiations with the successful respondent.

- (5) System Improvement:** The state's certification policy has not been finalized by the state workforce board. Following its completion and issuance, please describe any additional criteria or higher levels of service than required in order to respond to labor market, economic and demographic conditions and trends in the local area. WIOA §108(b)(6)(A)

As of the writing of this plan, CareerSource Florida had not finalized its certification policy. Upon completion and issuance, CSCR will describe any additional criteria or higher levels of service, if any, than required in order to respond to labor market, economic and demographic conditions and trends in our operating area.

## DESCRIPTION OF PROGRAM SERVICES

**(1) System description:** Please describe the local workforce development system. Identify the programs that are included in the system and how the local board will work with the entities carrying out core programs and other workforce development programs to support alignment in provision of services, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.), that support the strategy identified in the State Plan under WIOA section 102(b)(1)(E). WIOA §108(b)(2)

CareerSource Capital Region (CSCR) is the administrative entity, grant recipient and fiscal agent for workforce investment funds allocated to serve Gadsden, Leon and Wakulla counties. As such, CSCR is responsible for the enhanced coordination, cooperation, collaboration and outcomes for the local workforce development area. CSCR, through a contracted provider, provides market driven services to employers, workers and job seekers in LWDA 5.

The system includes the core partner programs as outlined in WIOA: Workforce Innovation & Opportunity Act Adult, Dislocated Worker and Youth programs; Wagner-Peyser; Adult Education & Literacy; and Vocational Rehabilitation.

Other programs provided in the system are:

### Co-Located Partners/Programs

- Senior Community Service Employment (Experience Works)
- Trade Adjustment Assistance
- Veterans Employment and Training
- Supplemental Nutrition Assistance Program, Employment and Training
- Temporary Assistance for Needy Families (Welfare Transition)

All programs and activities in the CSCR system are coordinated and have an integrated service delivery structure to facilitate greater outcomes, improved customer service to job seekers and employers and efficiency of staff.

CSCR provides universal access to services for all customers in its service area. CSCR is a results-driven organization working to increase access to and opportunities for employment, training, and supports needed for job seekers to be successful in the current job market. CSCR makes every effort to align workforce development with community partners (i.e. economic development organizations, training providers, community based organizations, etc.) to provide a high-quality workforce development system.

CSCR has integrated the WIOA program and Wagner-Peyser seamlessly to offer universal services to all job seekers. The programs are well integrated whereas job seekers are unaware of a particular funding stream/program but rather receiving the services they desperately need to have a fruitful job campaign.

Representatives from Vocational Rehabilitation and the local adult education & literacy provider partners with CSCR in many ways such as Board of Directors membership, cross referrals, chairing CSCR councils/committees, participating in discussions with key stakeholders to plan and realign how services are provided between the agencies, leverage resources, etc.

**(2) Subgrants and contracts:** Please provide a description of the competitive process to be used to award subgrants and contracts in the local area for WIOA-funded activities. WIOA §108(b)(16)

CareerSource Capital Region is the administrative and fiscal entity and grant recipient for LWDA 5. CareerSource Capital Region, as a public entity, has the intent to procure goods and services with public funds in a manner which promotes maximum competition and ensures public confidence that awards are made fairly and openly and result in the most advantage for public funds expended. Staff are required to follow the policies and procedures established by CareerSource Capital Region and appropriate Federal and State Laws and Regulations.

Goods and/or services necessary for the conduct of the agency's business and to implement and operate programs shall be procured using one the following acceptable methods of procurement, as provided under 2 CFR 200.

- A. Procurement by micro-purchase- The acquisition of goods or services where the aggregate dollar amount does not exceed \$3,000. To the extent practicable, micro-purchases will be distributed equitably among qualified suppliers.
- B. Procurement by small purchase- The acquisition of goods or services where the aggregate dollar amount does not exceed \$150,000. If this process is used, price or rate quotes must be obtained from an adequate number of qualified sources.
- C. Procurement by sealed bids- Bids are publicly solicited and a firm fixed price contract is awarded to the responsible bidder whose bid, conforming with all of the material terms and conditions of the invitation for bids, is the lowest in price.
- D. Procurement by competitive proposals- Solicitation of competitive proposals, with more than one source submitting an offer, and either a fixed price or cost-reimbursement type contract is awarded.
- E. Procurement by noncompetitive proposal / sole source may be used when the award of contract under competitive or small purchase procedures is not feasible. Circumstances under which a contract may be awarded by noncompetitive negotiations are limited to the following:

- a) The goods and services to be procured are available from a single source only;
- b) Public exigency or emergency when the urgency for the requirements will not permit a delay incident to competitive solicitation;
- c) After the solicitation of a number of sources, competition is determined to be inadequate;
- d) The awardee is a local educational agency, which is defined as public elementary, secondary, or vocational schools, the community College and the State University System;
- e) The purchases of utilities;
- f) Purchases made at prices established by a State contract administered by the State of Florida, Department of Management Services;
- g) Purchases made at prices established by another unit of government;
- h) On-the-Job Training;
- i) Individual Referral of Participants into classroom training on a tuition or off-the-shelf basis at prices available to the general public as long as the aggregate amount of the tuition or unit cost does not exceed \$10,000 for each individual training program; or
- j) Purchases made from another governmental unit in accordance with the Florida Statutes which provides for the purchase of such services without the necessity of procurement;

As administrative entity for LWDA 5, CareerSource Capital Region will use procedures and a monetary threshold for micro purchases, small purchases and sealed bids which at a minimum, comply with the threshold limits contained in CareerSource Capital Region Policy. CareerSource Capital Region considers all purchases less than \$150,000 to be small purchases. Although not required, other procurement procedures such as bids and proposal solicitation may be used by CareerSource Capital Region for any procurement whose estimate cost is less than the small purchase threshold. CareerSource Capital Region small purchases procedures, while competitive, are considered simple and informal.

The following thresholds have been established by CareerSource Capital Region for procurement of goods and services:

- a) Unit price up to \$3,000.00 – no bid required
- b) Unit price between \$3,000.01 and \$149,999.99 – three bids required
- c) Unit price of \$150,000.00 or over – advertisement for competitive proposals or bids

To the extent practicable, service providers will be selected competitively in accordance with applicable federal, state, and local regulations. Non-competitive, or sole source procurement shall be minimized,

but may be authorized if justified and documented in compliance with applicable federal, state, and local regulations.

When procuring services by a competitive solicitation of \$150,000 or more, CareerSource Capital Region will use a Request for Proposal (RFP) process for competitive proposals. Public notice of the RFP will be provided through newspaper advertising, and a notice will be mailed to all agencies or individuals on the current bidders list, including minority organizations. Upon receipt of proposals by the published deadline, CareerSource Capital Region Planning Committee will review, rate, and make recommendations to the Executive Committee, prior to approval by full CareerSource Capital Region Board of Directors, which will vote on the matter.

When possible, state approved contracts may be utilized for the purchase of equipment, goods, and services.

All documentation detailing the historical process of a specific procurement action will be maintained in a procurement file, and retained for the required length of time specified in the Records Management section of this plan. Procurement files will contain, at a minimum, the following documentation for each individual procurement:

- Copy of public notice announcing solicitation/request for proposals
- The Request for Proposals
- Copies of proposals received
- Record of proposal evaluations ratings
- Record of formal approval/disapproval of proposals
- Cost and/or price analysis of accepted proposals
- Record of price negotiations/basis for final agreement price
- Record of all written communications between proposers and staff during the procurement process

**(3) Expanding access to employment:** Please describe how the local board, working with entities carrying out core programs, will expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, including how the local board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, and improve access to activities leading to recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable). WIOA §108(b)(3)

A Career Pathways Council has been established to include community stakeholders that have expertise in education and workforce development. This council includes leaders from K-12, Post-

Secondary, Independent and University educational institutions. The council also includes members of area Economic Development Organizations. One of the goals of this council is to define the specific career pathways for the local area that align with the key industry sectors described in the following section. Providing service through the Industry Sector Model, these career pathways will be fully integrated into initial and ongoing participant service plans.

Relationships have been established with local agencies that serve individuals with barriers to employment including Vocational Rehabilitation, Division of Blind Services, Florida Department of Corrections, Department of Juvenile Justice, Big Bend Homeless Coalition, and the Comprehensive Emergency Services Center. These relationships provide opportunities to generate referrals into WIOA programs, provide onsite services such as Employ Florida Registration, job search training, and eligibility determination.

In addition to the development of career pathways and relationships with local agencies, the local area has made steps to align the intake procedures of the Welfare Transition, Supplemental Nutrition Assistance Program, and Priority Reemployment Program with the procedures of WIOA Adult, Dislocated Worker, and Youth. All customers complete a pre-determined set of activities prior to approval of services which include initial assessments, labor market information, initial job search training and Employ Florida registration. Eligibility for WIOA programs is assessed through this process as well to allow for efficient co-enrollment when the need for training services is determined necessary.

**(4) Key Industry Sectors:** Identify how the LWDB plans to better align its resources to support and meet the training and employment needs of key industry sectors in the local area. Describe policies adopted or planned for aligning training initiatives and Individual Training Accounts (ITAs) to sector strategies and demand occupations. WIOA §134(c)(1)(A)(v)

In order to determine the key industry sectors for LWDA 5, the Business and Employer Solutions team conducted an analysis of employer hiring needs for the 2013-14, 2014-15 and 2015-16 program years. By reviewing Job Order and referral statistics, it was determined that the majority of the job openings in LWDA 5 have consistently been in one of the following areas:

Sector	NAICS Industry	NAICS Name
Healthcare	62	Health Care and Social Assistance
	23	Construction

Manufacturing, Construction, Transportation & Logistics	33	Manufacturing (31-33)
	31	Manufacturing (31-33)
	32	Manufacturing (31-33)
	48	Transportation and Warehousing (48 & 49)
	49	Transportation and Warehousing (48 & 49)
IT, Professional Services, Human Services	52	Finance and Insurance
	51	Information
	55	Management of Companies and Enterprises
	81	Other Services (except Public Admin.)
	54	Professional Scientific & Technical Svc.
	92	Public Administration
	53	Real Estate and Rental and Leasing
	72	Accommodation and Food Services
	56	Admin., Support, Waste Mgmt, Remediation
	11	Agriculture, Forestry, Fishing & Hunting
	71	Arts, Entertainment, and Recreation

Education and General	61	Education Services
	21	Mining
	45	Retail Trade (44 & 45)
	44	Retail Trade (44 & 45)
	99	Unclassified establishments
	22	Utilities
	42	Wholesale Trade

***Industry Sector Model (ISM)***

CSCR will be implementing a fully integrated Industry Sector Model (ISM) designed to produce the most and best possible matches between job seekers (Talent Pipeline) and employers through placement and development services. The ISM focuses on the demand and targeted occupations in LWDA 5; recognizes the varied career pathways within each of the individual industry sectors; meets each job seeker where they are, in their career pathway, and provides live and blended learning models, online training for all levels of job seekers at every step of their career pathway that teaches elementary soft skills, entry level career pathway competencies, basic workplace competencies, required industry sector competencies all the way to management competencies and occupation specific competencies, either provided at the career center or with an education or employer partner.

This unified approach eliminates the barriers of traditional service silos, making the workforce development experience transparent, efficient and effective for all customers. The ISM is in alignment with WIOA, which establishes unified strategic planning across core programs, including Title I Adult, Dislocated Worker and Youth programs; Adult Education and Literacy programs, the Wagner-Peyser Employment Service; and Title I of the Rehabilitation Act programs.

ITAs will be provided to qualified WIOA career seekers in need of financial assistance to obtain the education and job skills necessary for greater employability in a targeted LWDA 5 industry sector. The ITAs may be used to cover the cost of tuition, books and fees of any of the approved training providers/programs. The Regional Demand Occupations List is used as the basis for approving training providers/programs for inclusion on the Approved Training Provider List/Programs.



**(5) Industry Partnerships:** Describe how the LWDB will identify and work with key industry partnerships where they exist within the local area, and coordinate and invest in partnership infrastructure where they are not yet developed. WIOA §134(c)(1)(A)(iv)

CSCR is on the front lines, when it comes to engaging with industry partnership organizations in the area. We participate in committees specific to industry sector and trades, entrepreneurship, education, etc. Partnerships that assist with key industries include the local EDO's, Chambers of Commerce, SBDC, Leon County School Board, Tallahassee Community College, FSU, FAMU, Florida Economic Development Council, Manufacturers Association of Florida, Big Bend SHRM, HR Florida, GrowFL, and Tallahassee Technology Alliance. The partnerships have proved to be very beneficial for employers and career seekers in the area.

As active members of the local SHRM affiliate, we have expanded the business community's awareness of the CareerSource Capital Region's broad range of offerings that assist employers with all aspects of the hiring process, as well as the training grants available for their use. This has greatly expanded the community's knowledge and served to help CSCR engage with community partners in leveraging resources.

**(6) In-demand training:** Describe the process utilized by the local board to ensure that training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate. WIOA §134(c)(G)(iii)

The LWDB 5 is committed to ensuring that participants are afforded the best opportunity possible to gain the knowledge and skills needed in order to obtain self-sufficient employment. In support of this effort, CSCR has established partnerships with a significant number of educational providers within the Panhandle. Many of the programs are offered by multiple institutions, allowing the customer the flexibility to choose the option that best suits their needs.

- A. Annually, a Regional Demand Occupations List (RDOL) is established and published by the Department of Economic Opportunity (DEO). This list is used as the basis for training programs in LWDB 5. Occupations are selected for inclusion on the RDOL based on the following criteria:
- B. FLDOE Training Code 3 (PSAV Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)
- C. 10 annual openings and positive growth
- D. Mean Wage of \$13.38/hour and Entry Wage of \$10.87/hour
- E. High Skill/High Wage (HSHW) Occupations:
  - a. Mean Wage of \$20.96/hour and Entry Wage of \$13.38/hour

The Approved Training Providers List/Programs (ATPL) will be reviewed annually to ensure alignment with in-demand industries and occupations. Prior to the end of each program year, the approved

programs on the ATPL will be reviewed against the most-recent RDOL. Programs that are no longer in-demand (occupation is not included on the RDOL) will be marked for removal from the ATPL and the Training Provider will be notified via written notice.

Upon conclusion of the initial review, a secondary review will be conducted to ensure the accuracy of the programs on the ATPL. The Training Provider shall be asked to verify, via written response, (1) programmatic name changes and (2) whether or not the programs listed are still being offered. The ATPL will then be updated based on the information received.

The RDOL is also analyzed to determine if there are occupations listed, for which an approved training program is not on the ATPL. Institutions that provide training for in-demand occupations that are not on the ATPL will be contacted and provided an abbreviated application in order to determine if the program should be added to the ATPL. All applications are evaluated based on the currently established process for adding programs.

**(7) Employer Engagement:** Please describe the strategies and services that will be used in the local area to:

- A. facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs;

CSCR Business Account Executives and other team members are dedicated to regular employer outreach and engagement activities in Leon, Gadsden and Wakulla counties. Employer engagement has multiple purposes: (1) to share the plethora of solutions CSCR offers, (2) to share workforce data as needed, and (3) to assess the employers' workforce needs. CSCR fully utilizes Salesforce, a Customer Relationship Management tool to track leads and customer satisfaction via surveys. Below are a few ways we engage the local business community:

- Business Solutions team members actively participate in Big Bend SHRM, attending meetings, partnering on events and serving on the board of directors.
- Account Executives participate in local chamber meetings and events and hold office hours at the Greater Tallahassee Chamber of Commerce.
- Account Executives serve on the boards and participate in BNI, Tallahassee Technology Alliance.
- Business Solutions team members maintain strategic relationships with economic development organizations and other community business groups to identify referrals, etc.

- Business Solutions team members attend local job and career fairs and trade related events, where they can engage with industry partners.
  - Business Solutions team members actively engage job seekers and employers on LinkedIn and other appropriate online tools to market services.
  - Business Solutions team members host over 40 recruitment events and sector based hiring fairs annually (sectors cover in-demand occupations for the LWDA).
- B. Support a local workforce development system that meets the needs of businesses in the local area;

The Business Solutions team has a recruiter on staff. The recruiter or HR Business Partner keeps an ear to the ground regarding employer recruitment needs and connecting qualified, skilled talent to job openings in the area.

Most business accounts are managed by an Account Executive, HR Business Partner and Business Solutions Representative (back office support). This allows the employer to experience a team behind their efforts; which leads to a more innovative approach to account management and finding talent and other resources.

Through hiring fairs, CSCR gains a better understanding of business needs by gathering information on open positions, company culture and ideal candidates. We then partner with Career Specialists to screen and provide qualified talent.

- C. Better coordinate workforce development programs and economic development; and

Several CSCR team members are intricately involved with the local economic development organizations. CSCR is a partner for recruitment and retention projects in the community. We:

- Provide area labor market data and solutions offered by CSCR at the request of the EDO.
- Give ongoing support and information on training grants, hiring fairs, etc.
- Attend regular meetings with EDO representatives, who serve on the CSCR Strategic Policy & Planning Committee.
- Send the Business Solutions team to attend all industry sector roundtable meetings and serves as an extension of each EDO's staff. This is done by teaming up on employer meetings and taking advantage of the benefits each organization offers. The Business Solutions Teams holds office hours at the local Tallahassee Chamber of Commerce office.

Economic Development representatives also serve as members of the CSCR Board of Directors.

- D. Strengthen linkages between the one-stop delivery system and unemployment insurance programs. WIOA §134(c)

CareerSource Capital Region provides universal access to services for all community residents including those receiving reemployment assistance benefits. CSCR provides local employers with an array of solutions meant to fill their hiring needs, build a talent pipeline for future vacancies, and assist the employer in remaining viable. Unemployed individuals can be considered a likely pool of skilled individuals equipped to promptly transition into open positions and become an asset to the hiring company. To strengthen the linkage and increase the visibility between employers and unemployed individuals, CSCR provides the following concentrated solutions:

- ConnectionsCR - In partnership with Big Bend SHRM, local business leaders and human resources professionals, CSCR holds quarterly recruiting and networking events that connect professional-level, pre-screened unemployed job seekers with employers in an informal atmosphere. The event provides hiring managers and job seekers the opportunity to interact with the assurance that (1) the customer has met minimum qualifications for open positions and (2) employers are those of interest for the attending job seekers.
- REACT - The REACT Coordinator works to link affected workers with local businesses needing to hire for skills similar to those of the worker. To that effort the REACT Coordinator will review the resumes and/or applications of affected workers to ascertain their work/education history as well as transferrable skills of each individual. Also, all job listings posted in EFM will be reviewed for potential job matches. If there are matches, the hiring employer/manager will be contacted, advised of the pending layoff, and given the opportunity to review the resumes/completed applications from any of the affected employees. If warranted, a hiring event may be scheduled with local employers to assist in placing the impacted workers prior or subsequent to the date of layoff/closure.
- Hiring Fairs - In anticipation of the area moving to an integrated case management model and in response to employer/job seeker comments, CSCR has shifted to having smaller, industry-focused hiring events more frequently throughout the year. Doing so, allows the area to attract more businesses and job seekers that have skills in specific, in-demand industries to register in Employ Florida Marketplace for services. The change has allowed CSCR to increase the talent pipeline for local employers as well as improve the types of employers/positions posted.

- Ask the HR Experts Panel Discussion - The 'Ask the HR Experts' networking series is a panel discussion offered by CSCR in partnership with Big Bend SHRM. This event connects unemployed job seekers with employers who are Human Resources professionals or hiring managers with local businesses. Job seekers are afforded the opportunity to ask HR related questions on resumes, interviewing and hiring practices. Special care is taken to invite employers that hire for positions congruent with the employment backgrounds of attending job seekers.
- Job matching/Job Development - Staff has a vested interest in matching unemployed job seekers with positions posted in EFM (job matching) and in some instances those found by other means (job development). Regardless of how the job opportunity is found, the preferred outcome is a placement for the job seeker and fulfilling a vacancy for the employer. Staff reviews all new job orders against their caseload of unemployed individuals for potential matches. If no matches are found, staff will search other job posting sites for employment opportunities. If staff is personally aware of employers hiring, staff is encouraged to conduct job development to secure employments for candidates.

**(8) Priority for Services:** Describe the local policy and procedures that have been established to give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient in the provision of individualized career services and training services in the Adult program.

WIOA Section 134 (c) (3) (E) establishes a priority requirement with respect to funds allocated to a local workforce area for the Adult program. Under this section, CSCR must give priority to the following "priority groups" when providing career or training services regardless of the level of available funding:

- Recipients of public assistance;
- Other low-income individuals; and
- Individuals who are basic skills deficient for the provision of individualized career services

Veterans and eligible spouses continue to receive priority of service for all USDOL funded job training programs, which includes WIOA programs.

CSCR provides priority in the adult program in the following order:

1. First, to Veterans and Eligible Spouses who fall within one of WIOA's priority groups
2. Second, to Non-covered persons who fall within one of WIOA's priority groups
3. Third, to Veterans and Eligible Spouses who do not fall within one of WIOA's priority groups
4. Last, to Non-covered persons who fall outside of WIOA's priority groups but within locally established program eligibility requirements

Verification of public assistance, low income and veteran's status must be collected at the point of individualized career services; however, documentation collected must verify the customer's income as of the application date.

- (9) Training Services:** Please describe how training services will be provided, including, if contracts for training services are to be used, how such contracts will be coordinated with the use of ITAs. WIOA §134(c)(1)(A)(v)

As previously described, the Regional Demand Occupations List is used as the basis for training services that are provided in LWDA 5. The goal is to ensure that training dollars are invested in occupations that are in-demand. CSCR will provide training services through Individual Training Accounts (ITAs), On-the-Job Training (OJT), Employed Worker Training (EWT), Customized Training and Work Experience.

### **ITAs**

ITAs will be provided to qualified WIOA career seekers in need of financial assistance to obtain the education and job skills necessary for greater employability. The ITAs may be used to cover the cost of tuition, books and fees of any of the approved training providers/programs.

### **OJT**

OJT is occupational skills training that is provided by an employer during the initial term of a participant's employment, through an OJT contract between the employer and CSCR. This training grant provides an opportunity for employers to be reimbursed 50 to 75 percent of the wages of their new hires while they are receiving the training essential to adequately perform their job duties and retain unsubsidized employment with the employer. Employers will be reimbursed (amount subject to change based on program funding) after 60 days, 120 days and 180 days of job retention.

The Business & Employer Solutions (BES) team will market and identify potential OJT employer partners. The BES team reviews the requirements (i.e. non-displacement of current staff, records availability for monitoring, reimbursement structure, training plan, etc.) of the program with the employer prior to developing an OJT agreement. Once it is determined that the employer is interested in moving to the next step in the process to enter into a contract with CSCR, staff members will comb their caseload for potential referrals for the OJT position. Employers may also refer potential customers for the OJT position, provided they are not currently employed. All customers, regardless of referral source, will be WIOA eligible and determined so prior to starting the OJT.

## **EWT/Customized Training**

EWT is an employer focused grant that reimburses employers for up to 50% of their direct training costs (i.e. tuition, textbooks, other training materials) related to providing skills-upgrade training to their current employees, including new hires. The training is generally for job-specific skills to assist employers with retaining their current workforce and maintaining their competitiveness. The training must lead to an industry-recognized certificate or credential or a certificate or credential recognizing skill standard attainment. This program also helps employees gain the skills needed to obtain or retain employment that leads to self-sufficient wage.

The BES team will identify potential EWT employer partners and be responsible for working with the employer in completing the required application/agreement. Once the required documentation is received from the employer, the Account Executive is responsible for reviewing the information and following up with the employer if there is missing documentation. After the review is completed, Account Executives will provide the application and supporting documentation to a Regional Oversight, Performance and Compliance department member for final review and eligibility determination.

## **Work Experience**

CSCR assists qualified participants by providing a quality work experience that will prepare them to acquire the skills and knowledge needed to obtain and maintain employment leading to a successful transition into the labor market. CSCR covers the cost of wages and workman's compensation for participants engaged in the Work Experience program. The Work Experience program focuses on customers with little to no work experience, recently graduated WIOA customers whose field requires on the job experience prior to hire, and customers with a significant gap in employment needing to update their skills.

**(10) Customer choice process:** Describe processes utilized by the local board to ensure customer choice in the selection of training programs, regardless of how the training services are to be provided. WIOA §108(B)(19)

In an effort to ensure customer choice in the selection of training programs, a wide variety of high quality training programs are included on the Approved Training Provider List/Programs (ATPL). These programs are offered via the following approved training providers:

- Barry University
- Florida Agricultural & Mechanical University
- Florida Panhandle Technical College
- Florida School of Traditional Midwifery
- Florida State University
- Gadsden Technical Institute

- ITT Technical Institute
- Lively Technical Center
- National Training, Inc.
- Roadmaster Driver's School
- Southeastern School of Health Sciences
- Tallahassee Community College
- The Academy
- Truck Driver Institute

Programs are added on the basis of the inclusion of the associated occupation on the Regional Demand Occupations List (RDOL). In cases where an occupation is listed on the RDOL, but is not on the ATPL, it will be targeted for inclusion on the list.

**(11) Individual training accounts:** Describe the process and criteria for issuing Individual Training Accounts. WIOA §108(b)(19)

A. Describe any ITA limitations established by the board

Individual Training Accounts (ITAs) are vouchers that can be used by customers who have been determined eligible to receive assistance with training under the Workforce Innovation and Opportunity Act (WIOA) or Trade Adjustment Assistance (TAA) programs. The established accounts can be used to cover the following expenses: tuition, books, and fees of eligible and approved training providers. Due to funding limitations, ITAs are reserved for those customers who need training in order to increase their skill levels and who are pursuing occupations that are listed on the Approved Training Provider List/Programs.

ITAs will be issued to eligible customers after all necessary assessment and planning has been completed. Issuing an ITA to customers involves several steps: 1) Identifying eligible expenses to be paid for by the ITA, 2) Obtaining the supporting documentation for eligible expenses, 3) Completing the ITA Voucher, 4) Obtaining the Scholarship Unit and Board-staff approval, 5) Entering the approved ITA voucher amount in the Occupational Skills Training (OST) activity section of the Workforce Innovation and Opportunity Act (WIOA) Application in the Employ Florida Marketplace (EFM) system and 6) Entering the ITA Award Notice and Voucher amounts in the Program Administration System (PAS).

CSCR has established a Tier System that sets limitations on the maximum funding amount per training program based upon the average placement wage after training as compared to the area's Lower Living Standard Income Level (LLSIL) wage rate (for a family size of three, adjusted for the area based on the Florida Price Level Index). All approved ITAs will



follow the tier guidelines provided in the chart below. Tier 1 through Tier 4 applies to Welfare Transition (WT) and WIOA Youth who are not dual enrolled in the WIOA Adult/Dislocated Worker (DW) programs. WIOA Adults & DWs are eligible for Tier 2 through 4.

Tier	Eligible Program Participants	Average Placement Wage	% of 2015-2016 LLSIL (\$13.21)	ITA Cap
Tier 1	WIOA Youth& WT ONLY	\$8.60 – \$9.89	65 - 74%	\$2,500
Tier 2	<b>ALL WIOA &amp; WT</b>	\$9.90 – \$11.89	75 - 89%	\$5,000
Tier 3	<b>ALL WIOA &amp; WT</b>	\$11.90 – \$13.20	90 - 99%	\$7,500
Tier 4	<b>ALL WIOA &amp; WT</b>	\$13.21 and above	100% and above	\$10,000

The lifetime limit for ITA funding is \$10,000 per eligible individual. When calculating the \$10,000 lifetime limit, training costs such as tuition, books, fees, licensure, uniforms, tools etc. is included in the cost of the total training expense in addition to support services such as transportation assistance. The lifetime limit includes any funding received from other workforce programs (WT/Youth/Adult/Dislocated Worker) combined.

Due to the high cost, “Out-of-state” tuition and related fees are not authorized. However, if the customer is able to provide a financial breakdown that specifically delineates the customer’s actual in-state versus out-of-state fees, staff may establish an ITA/PO for the in-state portion of the customer’s tuition and fees. The calculation of these costs based upon the school’s published tuition and fees is not acceptable; documentation provided must be specific to the student.

ITAs are to be authorized on a semester-by-semester basis only. If training lasts more than one semester, any subsequent or continuing ITAs may only be issued after the student has presented proof of satisfactory progress and attendance. Satisfactory progress indicates a school grade of “C” or better and attendance of 80% or better.

**B. Describe any exceptions to the use of ITA**

To be consistent with the provisions contained in WIOA, CSCR only funds training services through the use of ITAs. The exceptions allowed by CSCR for not using an ITA are for Customized Training, Incumbent Worker Training, On-the-Job Training, paid work experience and instances where it has been determined that there are an insufficient number of eligible providers in the local area to accomplish the purpose of a system of

ITAs. Employers that wish to provide occupational skills training may submit an application for review at any time during the year. Applications are reviewed for completeness and eligibility within 10 business days of receipt. From there, applications are scored and recommended for approval or denial based upon nine (9) of twelve (12) criteria being met. Application approvals are contingent upon receipt of individual employee/trainee information and the executed agreement. All occupational skills training agreements are executed through June 30 of each year. Additional exceptions include the purchase of supplies, uniforms, exam and licensure fees and training costs for youth participants who are not co-enrolled in the WIOA Adult or Dislocated Worker programs.

**(12) Microenterprise and Entrepreneurial Training:** Please describe mechanisms that are currently in place or will be in place to provide microenterprise and entrepreneurial training, and support programs and co-enrollment, where appropriate, in core programs as described in WIOA section 134(a)(3)(A)(i). WIOA §108(b)(5)

CareerSource Capital Region recognizes that entrepreneurship plays an important role in economic growth and vitality. We are committed to provide our customer-base with the support needed in the areas of entrepreneurial training and microenterprise solutions.

The organization's first significant involvement with entrepreneurial training was Startup Quest®. CareerSource North Central Florida invited CSCR and seven other local workforce development areas to participate in this innovative cutting-edge training program. Startup Quest® is a 10-session hands-on learning experience for unemployed and underemployed educated professionals. The program provides an introduction to the processes required to form a startup company and develop a commercialization strategy for innovative technologies. The program advances an additional model for workforce development by growing self-employment through entrepreneurship, shifting the mindset from "find a job" to "create a job." Trainees are guided by mentors, who are successful, often serial entrepreneurs. Trainees get the opportunity to learn about and develop a business plan, and also participate in an investor pitch contest.

The Startup Quest Advisory Board provided local guidance and support. Member representatives consisted of local EDO's, Chambers of Commerce, Small Business Development Center, Innovation Center, Higher Education partners, Government and private sector, all key to the program's success.

The program was welcomed and supported by the local community. Startup Quest received extensive media coverage, including multiple television and radio segments and newspaper articles. CareerSource Capital Region now has a seat at the table with key community Stakeholders, supporting the entrepreneurial eco-system. The CSCR program was also recognized as one of the best in the State and for this reason, received increased grant dollars to host an additional training cohort. In the end, the program was a tremendous success with almost an 80% graduation rate: 347

started the program; 273 graduated; 42 started their business and 130 have become employed. Surveys showed that many graduates are seeking more ways to pursue their entrepreneurship dreams. Many of the customers received other services from CSCR through their enrollment in the WIOA program (by way of co-enrollment) or through universal services access points (resource room, Executive Center).

To provide ongoing support and focus on entrepreneurship training, CSCR now offers the Entrepreneurial Institute, sponsored by First Commerce Credit Union. The Institute provides practical applications to the principles graduates have already learned during the Startup Quest training program. The Institute endeavors to help those graduates continue their exploration by providing additional resources and tools.

The Institute consists of monthly workshops designed to reinforce the Startup Quest principles, which include, identifying funding sources; competitive and market analysis; using social media in a marketing plan; business management; and building strong solid community relationships. The first set of workshops are scheduled for January, 2016 and commence May, 2016 and include, Business Accounting & Bookkeeping, Grant Writing 101, Small Business Funding Sources, Social Media Marketing and Networking & Relationship Building.

With more than three people competing for every open job, teaching career seekers to start their own business is an effective model for workforce development. In turn, grows the self-employment concept through continued entrepreneurship training; again shifting the mindset from finding a job to creating your own job.

In addition, CSCR's Director of Client Solutions and Advancement chairs the Alliance of Entrepreneur Resource Organization (AERO) group. AERO is a coalition of public agencies and community non-profit organizations united to provide current and new businesses with resources to aid in their success. Members includes: CareerSource Capital Region, Small Business Development Center at FAMU, Jim Moran Institute for Entrepreneurship City of Tallahassee, Leon County Government, the local EDO, Big Bend Minority Chamber of Commerce, Greater Tallahassee Chamber of Commerce, Tallahassee Community College, Center for Workforce Development, Leon County Research and Development Authority and Domi Station (local technology incubator and co-working space).

Employers with 10 or fewer employees are very valuable to our operation. Small employers are more likely to take advantage of our HR solutions to include on-boarding assistance, use of interview space, applicant screening, On-the-Job training grants, professional development offering, and more. We partner closely with our local chambers of commerce, including the minority chamber, City of Tallahassee and Leon County's minority, women and small business enterprise programs and the AERO group to increase the number of small businesses that engage with CSCR.

**(13) Enhancing Apprenticeships:** Please describe how the LWDB enhances the use of apprenticeships to support the local economy and individuals' career advancement. Describe how job seekers are made aware of apprenticeship opportunities in the area's career centers. TEGL 3-15

There are very few apprenticeship opportunities in the CSCR service area. Currently there are four (4) apprenticeship program available through two entities - City of Tallahassee and Tallahassee Capitol Chapter Masonry Association of Florida, Inc. The apprenticeship programs available are: Bricklayer, Electric Meter Installer I, Electrician, Line Erector, and Power Plant Operator. CSCR makes every effort to provide information to its job seekers and employers of the benefits of participating in an apprenticeship program; however, additional apprenticeships have not been developed nor the current programs utilized. With the enactment of WIOA and the ability for apprenticeships to automatically qualify as an eligible training provider, CSCR will contact the program sponsors and discuss the possibility of adding the programs to the local ETPL. CSCR is also interested in conducting Information Sessions where the sponsors can avail job seekers with information on their programs; furthermore, CSCR will determine the benefits of holding a session with employers to discuss the requirements to create an apprenticeship program. This is a definite area where the CSCR Board and staff would like to explore options to address this need.

**(14) Other Program Initiatives:** Describe the services to be provided that may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies career pathway initiatives, utilization of effective business intermediaries, and other initiatives in the support of the board's vision and strategic goals described in Section III. WIOA §134(c)

### **Career Pathways Council**

In order to lead the effort to develop and implement career pathways in LWDA 5, CSCR created a Career Pathways Council, composed of community stakeholders that have expertise in education and workforce development. This includes leaders from K-12, Postsecondary, Independent and University educational institutions. The council also includes members of area Economic Development Organizations.

This council will meet to:

- Promote the development of career pathways based upon the needs of the business community in Gadsden, Leon and Wakulla counties;
- Identify the relevant industry sectors and the occupations within which career pathways need to be developed;
- Conduct the necessary research to determine the occupational entry points for the designated industry sectors;
- Assist with making business-partner relationships that will ensure the attainment of the critical business intelligence.

### **Affiliate Status Partnership Program**

The Affiliate Status Partnership Program was designed to expand services outside of the Career Centers by aligning with community partners interested in utilizing shared resources with the Workforce System. To do that, CSCR is reaching out to churches, libraries, and community partners to provide additional access to Employ Florida Marketplace, our statewide job bank. Affiliate Status Partnership sites are trained by CSCR staff to provide minimum assistance to job seekers utilizing the shared space. Affiliate Status Partnership staff do not have reporting access to the EFM site; therefore, more detailed issues must be handled by CSCR staff remotely. These partnerships allow us to reach more Floridians seeking to obtain or maintain career-advancing opportunities and employers seeking qualified, skilled talent.

### **Business Partnership Advisory Council**

CareerSource Capital Region's (CSCR) Business Partnership Advisory Council (BPAC) is a group of executive level professionals advocating on behalf of the solutions provided by CSCR.

Business partners include representatives from health care, professional services, information technology, banking and finance, government, transportation & logistics, staffing, manufacturing and business organizations such as Big Bend Society for Human Resource Management, the local SHRM affiliate.

The BPAC members provide advice and guidance to CSCR, serve as event guest speakers, and educate the business community about the capabilities of CSCR. They also indirectly assist CSCR with finding the right fit for candidates. Members also help CSCR staff understand the current job market and provide business intelligence.

BPAC business professionals volunteer their time and energy and provide valuable input for continuous improvement of the CSCR business engagement process. In return, BPAC members will have access to training grants and will receive unique perspectives & intel from fellow members.

As a result, career seekers have been placed with BPAC employers, job postings and professional development training workshops have increased. The program will now be introduced to the Human Resources association for the state of Florida, HR Florida State Council.

### **Industry and Sector Strategies**

In partnership with the local EDO industry sector roundtables, workforce trends were always a topic of discussion when meetings were held quarterly. Sectors included: Advanced Manufacturing, Healthcare and Health Sciences, Information Technology, Renewable Energy and the Environment, Transportation & Logistics, Research and Engineering and Aviation & Aerospace.

**(15) Service Provider Continuous Improvement:** Describe the local board's efforts to ensure the continuous improvement of eligible providers of services, including contracted services providers and

providers on the eligible training provider list, through the system and ensure that such providers meet the needs of local employers, workers and jobseekers. WIOA §108(b)(6)(A).

To ensure the continuous improvement of providers of services, CSCR uses an oversight and monitoring process which includes:

- Periodic monitoring of programs, services, and processes – CSCR’s monitoring schedule requires programs, services and processes to be monitored no less than monthly through a series of random, impromptu and full monitoring reviews. A random check is performed on elements contained within the MIS. The intent is to review those items that can be monitored through a desk audit (i.e. participant engagement, employment plans, service codes, veteran priority of service, assessments, pre-penalties, job orders, case notes, etc.). Random checks are conducted monthly. An impromptu review is very similar to a full monitoring review in that it may include a desk audit in addition to case files; however, the impromptu only looks at certain elements (i.e. eligibility, suitability, deferrals, reimbursements, work based training, etc.). Impromptu reviews are conducted quarterly. If there is sufficient concern regarding the integrity of the information contained within the MIS or quality and accuracy of the hard copy documentation, a random check and impromptu review can be the cause for a full monitoring review. CSCR employs two scheduled full monitoring reviews annually. The goal of the monitoring process is to seek areas of opportunities, verify compliance with local, state and federal directives, and to determine if system changes are successful.

In addition to programmatic reviews, CSCR also assesses the usefulness of the assessments provided in the area through an annual review of current assessments and recommendations for alternatives. CSCR continues to press forward with ensuring that our ability to accurately assess a customer’s knowledge, skills and abilities is at the forefront of all our processes.

Lastly, CSCR conducts a quality review of workshops provided within the career centers. With the constant change in the face of the workforce and the needs of employers, CSCR seeks to ensure that our workshops are consistent with the world of work to suit our job seekers with the most cutting edge information to market themselves.

Any deficiencies found through any level of review of programs, services and processes requires corrections and in some instances a corrective action plan. Corrective action plans are reviewed by the contracted service provider management staff in addition to the LWDB staff. Suggestions are made and updates are required within a 20 day timeframe.

Training providers are reviewed annually to determine their effectiveness in training job seekers to be able to meet the industry and employer specific requirements in order to be successful in their areas of study. During this process, CSCR seeks to determine:

1. Number of completers of the programs provided by the training institution
2. Number of completers that pass licensure/certifying examinations
3. Number of completers that find employment in their field of study
4. Number of completers that find employment after training (not related to the training)

When it is determined that the training institution does not adequately train job seekers to be able to meet the needs of local employers, CSCR may make the determination to discuss removal of the training provider from the area's ETPL.

- Performance driven contract – CSCR holds back twenty percent of the contract amount and links that amount to the achievement of performance deliverables linked to placements, DEO quality assurance review error rates, case management, customer follow-up, in addition to other performance measures. The contracted service provider submits documentation twice yearly for review. The documentation is reviewed and a corrective action plan can be issued when results are not favorable; a percentage of the funds may be withheld as well.

**(16) Youth Program Design:** Describe the design framework for youth programs in the local area, and how the 14 program elements required in §681.460 of the proposed WIOA regulations are to be made available within that framework. WIOA §129(c)(1)

CareerSource Capital Region's youth program model places a priority on out-of-school youth as they earn recognized post-secondary credentials, define personalized career pathways and experience work-based training. The model includes one week of assessment and training followed by a customer-driven employment plan that "bridges" career pathways and goals into action items to move the youth towards their selected path. Activities that can assist in building the "bridge" are referenced in the chart below. Training activities are also built into the program curriculum to increase self-esteem/confidence, expand job-specific skills, and develop work maturity in addition to basic world of work awareness. Youth are placed in teams during the one week training in order to build team-building and collaboration skills. Although the curriculum is based in preparing youth to be perceived as assets to hiring employers, equal attention is placed on understanding the specific needs of employers as part of the service delivery model. The model also emphasizes linkages with adult education and skills development to accelerate achievement of diplomas and credentials and maximizes opportunities for youth to explore sector-based career paths.

Program Element	Provider	Details
<p>Tutoring, study skills training, instruction, dropout prevention and recovery strategies</p>	<ol style="list-style-type: none"> <li>1. Community Based Educational Providers</li> <li>2. College/university students</li> <li>3. Community Based Organizations</li> </ol>	<p>CSCR will collaborate with the university and colleges as well as other community based educational providers and community based organizations to facilitate tutoring, study skills training, instruction, dropout prevention and recovery strategies based on the needs of the youth. Through the coordination of services, CSCR will assist youth in gaining their GED or credits to earn a high school diploma. Resources for remediation (i.e. Win Workkeys) are available for youth to assist in increasing their ability to gain their GED, recover credits, or support concepts being taught in school that may be a weakness for the student.</p>
<p>Alternative secondary school services, or dropout recovery services</p>	<p>Community Based Educational Providers</p>	<p>CSCR works with the local school board staff to provide services to youth attending alternative secondary schools. As a part of its outreach to at-risk youth, CSCR routinely makes presentations to youth attending these schools to enroll students for work readiness and employment related services. School staff are oriented on services provided by the career center and often refer their students for services offered in the youth program. CSCR will collaborate with community based educational resources including Leon Virtual School, magnet school professional academies, and other entities to find the right support for youth to either get their GED or alternative high school diploma.</p>



Paid/unpaid work experiences	CSCR in partnership with local business and organizations	CSCR operates a fully functional paid/unpaid work experience activity. Staff establishes relationships with local employers and execute worksite agreements to place youth based on the youth's career interests. Youth are pre/post tested to measure the impact/effectiveness of the work experience. There is a priority to connect youth in in-demand industries.
a. Summer Employment opportunities	CSCR in partnership with the City of Tallahassee (Tallahassee Future Leaders Academy)	CSCR entered into a partnership with the City of Tallahassee in 2015 to provide work readiness workshops and assessments to youth participating in the Tallahassee Future Leaders Academy. As a value add, CSCR was able to place youth in positions within the city government structure. The LWDB is building this type of relationship with other entities (city/county government throughout the area) to provide a well-rounded summer and year-round employment activity.
(b) Internship and Job Shadowing	CSCR in partnership with local business and organizations	Internships and job shadowing is offered as a component within the work experience activity. As a work experience participant, youth are afforded the opportunity to conduct job shadowing during their onboarding and training with the employer. Some work experience sites utilize the terminology "intern" as opposed to work experience participant.
(c) Pre-apprenticeship programs	Not applicable	There are no pre-apprenticeship programs offered in the CSCR service area; however, CSCR makes every effort to inform youth of the benefits of participating in apprenticeship

		programs and how to locate programs of interest.
(d) On-the-Job Training	CSCR in partnership with local business and organizations	CSCR believes that On-the-Job training (OJT) can be a major component in serving employers and jobseekers alike. CSCR will build a strategy that places a focus on developing OJT opportunities for young adults deemed most suitable for placement in this activity. An assessment of the youth's knowledge, skills, abilities, and career interests will be used to ensure suitability. Due to the nature of an OJT, the employer agreeing to hire and train the young adult, this activity is preferred to achieve optimal results and positive outcomes for all interested parties (i.e. youth, employer, CSCR).
Occupational skills training	CSCR in partnership with local training providers	Based on interests, aptitudes, current skill level and chosen career pathways, youth may be offered training as a viable pathway leading to job placement. Occupational Skills training will be focused on in-demand occupations for the local service area in order to meet the current and/or future talent needs.
Education offered concurrently with workforce preparation activities	CSCR in partnership with local education providers	Due to this being a new element of the program, CSCR will work with local education partners to develop innovative approaches to integrating these activities.
Leadership development opportunities,	CSCR in partnership with local organizations	Leadership development opportunities are provided including community service, peer-

including community service and civic behaviors		centered activities and other positive social behavior exercises.
Supportive services	CSCR and other partner agencies (based on enrollment and availability of funding)	Supportive services may be provided in the form of incentives as a way to drive positive outcomes. The LWDB has an incentive matrix designed to attach the incentive to specific goals/achievement of directly linked to performance deliverables (i.e. credential attainment, increase in EFL, placement, etc.). Support services may also be provided to cover financial needs of a youth that if left unmet may prevent the youth from successfully completing tasks to attain identified goals. Participants are not entitled to support service funds as the availability of this services is based on funding availability. Staff leverage resources, whenever possible, to ensure the best use of available funds while addressing the customer's needs.
Adult mentoring (not less than 12 months)	CSCR/community	Mentoring relationships can be the cornerstone to youth being successful. These relationships are facilitated through program curriculum to assist youth in determining the most appropriate people to support them throughout program participation (no less than through 12 months after program completion). Through the curriculum, youth are taught how to approach and secure a mentor. Mentors may be someone with expertise or experience in the career area of interest and/or someone who has life wisdom or experience that is relevant or can provide motivational support.

<p>Follow-Up services (not less than 12 months)</p>	<p>CSCR</p>	<p>The intent of the completion of follow-up is to verify customers' (continued) employment status, verify the attainment of a credential, and determine whether the customer needs additional services. Any customer found to be unemployed at the point of follow-up receives additional services to assist in returning to work as quickly as possible. Follow-up services may include: planned periodic contacts with the customer or employer to discuss job and career challenges and to implement potential solutions to identified barriers; contact to inform the customer of ongoing activities such as hiring fairs, workshops, trainings or other activities that could be useful to the participant; job retention counseling, problem-solving or general mentoring; and, ongoing professional development support.</p>
<p>Comprehensive guidance and counseling (drug/alcohol abuse counseling)</p>	<p>CSCR/Referrals to community partners</p>	<p>Through assessing the customer, staff determines barriers that have the potential to hinder the youth being successful completing training and obtaining/maintaining employment. When ascertained through assessment that drug/alcohol abuse exists, youth interested in overcoming said barriers are referred to local community based organizations for comprehensive guidance and counseling.</p>
<p>Financial literacy education</p>	<p>CSCR/local financial services professionals or agencies</p>	<p>Financial literacy is introduced to youth through the LWDB's youth services curriculum. The curriculum is designed to teach youth financial skills and to encourage the creation of positive banking relationships. Participants learn about budgeting, credit,</p>

		and banking services to improve their financial health and well-being. Local finance professionals are invited to provide workshops to youth periodically. Additionally, in coordination with the United Way of the Big Bend, CSCR operates a Reality Store financial program.
Entrepreneurial skills training	CSCR/local entrepreneurial organizations	When possible, entrepreneurship workshops are available within the career center. CSCR will develop additional relationships with local business incubators as well as other organizations (i.e. SBDC) to provide workshops to participants.
Labor market and employment information	CSCR and DEO	Through counseling and workshops, youth are provided a thorough understanding of the kinds of labor market information resources available and the importance of using this information to inform their career and education planning. As part of the program's initial engagement activities, youth are required to conduct labor market research on careers of interest. This exercise is used to guide youth in understanding how their skills and interests fit into local job opportunities and projected career needs. CSCR will work with school Guidance Counselors to provide ongoing information about trends in local and national labor markets to encourage effective, realistic long-term career planning.
Preparatory and transition activities for post-secondary education and training	CSCR in partnership with local educational and community organizations	CSCR will work with community based organizations who can assist youth in continuing success along identified career pathways. Transition services will include ongoing supportive and developmental

		services, regular contact with youth, mentoring, and career pathway coaching.
--	--	---

A. **Definition of the term “a youth who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society.”** Describe how the local board defines whether a youth is unable to demonstrate these skills well enough to function on the job, in their family, or in society and what assessment instruments are used to make this determination. 20 C.F.R. §681.290

CareerSource Capital Region defines “a youth who is unable to computer or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society” as youth determined as basic skills deficient, documented as having a disability or considered limited English proficient.

Basic Skills Deficient - The LWDB will conduct a comprehensive assessment of the youth using the TABE assessment during eligibility determinations. The TABE assessment identifies the educational levels for a participant and determines whether an individual is basic skills deficient in either reading or math or both. By scoring below a 9th grade level an individual would be identified as basic skills deficient.

Documented Disability - Youth may submit a copy of an Individualized Education Plan, a letter from a school official, counselor, teacher, case manager, social service worker physician, or other acceptable individual or entity which states the youth has a diagnosed disability which serves as a barrier to be able to function on the job, in the individual's family or in society.

Limited English Proficient - Youth that are considered limited English proficient, as evidenced through self-attestation, conversation or assessment (formal/informal) will be considered in this category. Limited ability to read, write, or speak English at a level necessary to function affects the customer’s ability to obtain training (including work-based training) and employment where the ability to effectively communicate verbally or in writing is a requirement.

Local job orders, preferred employers, and training providers will be used to determine whether the ability to communicate in English is a necessity to successfully complete training and/or work assignments.

B. **Definition of “requires additional assistance.”** Describe how the local board defines the term “requires additional assistance” used in determining eligibility for WIOA-funded youth programs. 20 CFR §681.300

CareerSource Capital Region defines “requires additional assistance...” as an individual who:

- Resides in a county where the resident live birth rate for mothers ages 15 through 19 years of age is above the state average according to the Florida Bureau of Vital Statistics;
- Is gang involved/affiliated/affected;
- Experiences personal/family substance abuse;
- Is an emancipated minor;
- Is a victim of domestic violence or sexual/child abuse;
- Has been alienated due to sexual preference;
- Is a member of a migrant family;
- Is lacking significant work maturity and/or work history (less than six months of work experience within the last year); or
- At risk of dropping out of school:
  - Academically deficient and/or is not making substantial progress in mastering basic skills that are appropriate for students of the same age;
  - Has been a previous school drop-out or is not attending school consistently;
  - Determined to be at risk by school staff based on assessment that health, social, or family problems are impairing the student’s ability to succeed in school; and
  - Failure to pass one or more sections of the state standardized test.

## REGIONAL PLANNING ANALYSIS

The Workforce Innovation and Opportunity Act (WIOA) provides for a new regional planning process designed to promote alignment with economic development and education, improved services to employers, workers and job seekers, improved performance in the delivery of workforce services and more efficient delivery of services through coordinated administrative arrangements. The CareerSource Florida Network and its partners have a unique opportunity to engage in regional planning in order to meet the goals of both WIOA and, more importantly, Florida's vision for talent development.

Please describe your strategy toward analyzing potential WIOA planning regions as defined in WIOA section 106(a)(2). Such strategy should include, but not be limited to:

- (1) An analysis of the regional economy, labor market areas, and industry sectors in a region that include your local area

Working closely with the City of Tallahassee/Leon County ESRI team, we have access to the latest data and projections related to our local economy. With the access of ESRI Business Analyst, sector data can be gleaned that can assist the Board in the analysis of current market trends.

In Addition, CareerSource Capital Region has access to the Florida Department of Economic Opportunity (DEO) Labor Market Indicators division where a wealth of labor market information is housed.

Our regional Economic Development Organizations have focused on the following market segments:

- Healthcare
- Transportation, Distribution and Logistics
- Advanced Manufacturing
- Information Technology
- Aviation and Aerospace
- Renewable Energy and Environment
- Research and Engineering
- Retail and Financial Services

As the local economy evolves, CareerSource Capital Region (CSCR) will continue to be a strong partner at these gatherings to advance the awareness of the sector businesses to the services provided by CSCR.

The Board has also looked and the inflows and outflows of labor in the area which has opened up the discussion with the workforce boards across the state line in Georgia where many of the workers in the area reside.



**(2) Specific milestones and timelines for consultation with:**

**A. Other local workforce development boards**

CSCR has a collaborative relation with CareerSource North Florida addressing the developing relationship with the Georgia Workforce Boards together. CSCR also has an excellent relationship with the remaining boards in Northwest Florida (LWDBs 1, 2, 3, and 4) through our participation in Opportunity Florida, a rural regional Economic Development Organization.

The goal with the Georgia Workforce Boards is to have a Memorandum of Understanding in place by July 1, 2016 signed by the local workforce boards that borders the Georgia State Line. Our cooperation will begin with any dislocations of workers that affect both states, and to coordinate our services with theirs when a WARN notice is communicated. Our second step will be to get the four Board Chair's together with the executive directors to review the labor market data and encourage conversations about strengthening the partnership.

**B. Local elected officials;**

Over the past year and a half, the Board's staff have reached out to the local Commissioner Designees who are assigned to be the liaisons to the Workforce Board. Prior to this, there was little interaction except once a year with the budget approvals. The Board has been pleased that two of the three county commissioners have attended the Board meetings and offered guidance to the Board. This is a total turn around and welcomed engagement by the elected officials.

In Addition, the CEO of CSCR makes a presentation to the full county commissions of Leon, Wakulla and Gadsden Counties twice a year. This presentation reviews the performance data of the operation and provides the Return on the Federal Investment to the area.

**C. Economic development organizations;**

CSCR is an investor in the local EDO's in time, talent, and funding. Because of the participation of the Board with the three counties, the CEO of CSCR is a member of the Board of Directors for all three EDO's. This provides the opportunity to share labor market data and assist in the EDO's focus on expansion, retention and attraction in the respective counties. Labor Market Data is a key component these days for business to consider when they are contemplating growth. Having the required talent and skills can be the make or break decision by a business owner as to their next step. CSCR is a valued partner with the local EDO's because of our ability to find and recruit the talent necessary to achieve success.

**D. Core and mandatory one-stop partners for potential regional implications;**

CSCR is a recognized and active partner with a myriad of local non-profits and service providers in the three county area.

We are in the process of negotiating with the successful bidder on providing the core services at our three Career Centers. The anticipated contract will start July 1, 2016 and with one year reviews, run through program year 2019. The provider is going to move to an integrated model where the Career Specialists will manage customers in all five of the funding programs we operate.

Our Board is currently compliant with the WIOA composition. This includes Vocational Rehabilitation where there is a presence on certain days in our three Career Centers. We also have the regional director on the Local Workforce Development Board (LWDB). Based on a number of conversations, it has been agreed upon that there are further opportunities for integration as we move forward in WIOA.

The Adult Literacy and Education coordinator from the Leon County Schools ABE division is now on the Board and will lead our Youth Council as we address the Out-of-school youth in the three counties.

We have also added blind services to our menu of services offered at the Career Centers with assistive technology in place.

In addition, our site in Wakulla has the Early Learning Coalition on site and the Capital Area Community Action Agency, Inc. present, at times, depending on demand.

Our Leon Center is also now a site for the “Getting Ahead in a Just Gettin’ By World” program where the mindset of poverty is individually changed to one of opportunity and growth. This is a Capital Area Community Action Agency, Inc. program that is transformational for those who participate. When the participants complete the program, CSCR steps in to assist them with identifying employment opportunities.

E. Analysis of coordination of services with potential regional implications.

The CSCR Board has asked and received the inflow and outflow information from DEO and the LMI department. In reviewing this, we have determined and begun conversations with Jefferson County to switch over to LWDB 5 from LWDB 6 due to the high impact Leon County has in attracting job seekers.

Georgia is also a major supplier of talent to the area and we have a pending MOU with the LWDB across the state line.

## PUBLIC COMMENT PROCESS

Please describe the process used, in accordance with the five criteria below, to provide an opportunity for public comment and input into the development of the local plan:

- (1)** Make copies of the proposed local plan available to the public through electronic and other means, such as public hearings and local news media. WIOA §108(d)(1)
- (2)** Provide no more than a 30-day period for comment on the plan before its submission to the Governor, beginning on the date on which the proposed plan is made available, prior to its submission to the Governor. WIOA §108(d)(2)
- (3)** Provide a description of the process used by the board to obtain input and comment by representatives of businesses and labor organizations for the development of the plan. WIOA §108(d)(2)
- (4)** Describe any other efforts to coordinate with other workforce partners to obtain input into the development of the plan.
- (5)** Include, as an attachment with the plan to the Governor, any comments that express disagreement, the LWDB's response to those comments, and a copy of the published notice. WIOA §108(d)(3)

Electronic copies of the proposed Local Plan will be posted on the CSCR website and a news release notifying the public that the plan is available for review and public input. The draft will also be sent to the three county commissioners for review and comment. The plan will be available on April 11, 2016. Public comment will be received for a two week period. After the public comment period, the CSCR Board Strategic Planning and Policy committee will review the draft document with any public comments and make appropriate modifications. The committee will then vote to endorse the final version and send it on to the Executive Committee. There the members will review the proposed final copy, have an opportunity for any additional amendments, and vote to send it on to the full CSCR Board for approval. After the approval by the CSCR Board, the plan will be sent in final form to the Chief Elected Officials for approval. After the approvals are secured, the plan goes to CareerSource Florida and the Governor for approval.

At this point the partners in WIOA have not settled on what metrics will be shared with the CSCR Board. However it is hoped that in the coming years the integration of Vocational Rehabilitation and Adult Education & Literacy will be integrated into the plan.

There were no comments or expressed disagreements received during the published public comment period.

**SIGNATURE PAGE**

This plan represents the efforts of CareerSource Capital Region to implement the Workforce Innovation and Opportunity Act in the following counties:

- Gadsden County
- Leon County
- Wakulla County

We will operate in accordance with this plan and applicable federal and state laws, rules, and regulations.

**Workforce Development Board Chair**

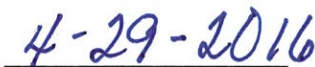
  
\_\_\_\_\_  
Signature

**Chief Elected Official**

\_\_\_\_\_  
Signature

  
\_\_\_\_\_  
Name (printed or typed)  
Title

\_\_\_\_\_  
Name (printed or typed)  
Title

  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



**BIG BEND JOBS & EDUCATION COUNCIL, INC. d/b/a CareerSource Capital Region  
GADSDEN COUNTY BOARD OF COUNTY COMMISSIONERS  
LEON COUNTY BOARD OF COUNTY COMMISSIONERS  
WAKULLA COUNTY BOARD OF COUNTY COMMISSIONERS  
INTERLOCAL AGREEMENT**

This Agreement, entered into by and between the following parties: Gadsden County, Leon County (a charter county), and Wakulla County (a charter county), political subdivisions of the State of Florida, hereinafter referred to as the "COUNTIES", and the Big Bend Jobs & Education Council, Inc. d/b/a CareerSource Capital Region (CSCR), a Florida nonprofit corporation, in its capacity as the Region 5 Local Workforce Area (LWA) created and existing under Chapter 445, Florida Statutes, hereinafter referred to as CareerSource Capital Region.

WITNESSETH:

**WHEREAS**, the Workforce Investment Act of 1998, Public Law 105-220 ("WIA") authorizes expenditures of federal funds for workforce development programs in areas of the state designated by the Governor as a Workforce Development Region; and

**WHEREAS**, Chapter 445, Florida Statutes, "the Workforce Innovation Act of 2000" ("Workforce Innovation Act") further delineates the roles and responsibilities of all parties in the expenditure of federal funds for workforce development programs in such designated areas; and

**WHEREAS**, the Workforce Innovation and Opportunity Act of 2014 (WIOA), Public Law 113-128 supersedes the Workforce Investment Act of 1998 and grandfathers-in the current workforce regions designated by the Governor of the State of Florida based on meeting performance requirements; and

**WHEREAS**, the COUNTIES have been designated by the Governor of the State of Florida as a Local Workforce Area; and

**WHEREAS**, the WIA and WIOA require the chief local elected officials of each designated Local Workforce Region to establish a regional workforce development board; and

**WHEREAS**, the Regional Workforce Board Accountability Act of 2012, the Florida Legislature provides for the membership of local workforce development boards to be limited to the minimum membership required in Pub. L. No. 105-220, Title I, s. 117(b) (2) (A); and

**WHEREAS**, CareerSource Capital Region has requested and received certification as the Region 5 Workforce Development Board by CareerSource Florida, the State of Florida Workforce Development Board; and

**WHEREAS**, the Department of Economic Opportunity (DEO), under the direction of CareerSource Florida, shall review and certify that CareerSource Capital Region complies with state and federal law; and

**WHEREAS**, the COUNTIES and CareerSource Capital Region previously entered into an Interlocal Agreement in 2001 defining their respective duties and responsibilities ("Original Interlocal"); and

**WHEREAS**, CareerSource Capital Region is required to submit its strategic plan and annual budget, as approved by the COUNTIES and/or their designee, to CareerSource Florida for review and approval; and then to the Department of Economic Opportunity for review and approval; and,

**WHEREAS**, the COUNTIES and CareerSource Capital Region desire to clarify the terms of the Original Interlocal Agreement to define the scope of their relationship and their respective duties and responsibilities for the administration and operation of workforce programs within the Region 5 Workforce Region under the

Programs funded through CareerSource Capital Region are equal opportunity programs with auxiliary aids and services available upon request to individuals with disabilities. Persons using TTY/TTD equipment use Florida Relay Service 711.



**BIG BEND JOBS & EDUCATION COUNCIL, INC. d/b/a CareerSource Capital Region  
GADSDEN COUNTY BOARD OF COUNTY COMMISSIONERS  
LEON COUNTY BOARD OF COUNTY COMMISSIONERS  
WAKULLA COUNTY BOARD OF COUNTY COMMISSIONERS  
INTERLOCAL AGREEMENT**

WIOA law, as provided herein.

NOW THEREFORE, IN CONSIDERATION OF THE ABOVE AND THE MUTUAL COVENANTS HEREIN, THE PARTIES HERETO AGREE AS FOLLOWS:

**Purpose:**

The purpose of this agreement is to establish and maintain a partnership to carry out the requirements of the (WIOA), the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996 (Public Law 104-193), the Agricultural Act of 2015, applicable federal, state and local regulations including OMB super circular and future state and federal workforce initiatives and laws (together the "Acts").

**2. Development of the Four Year Local Services Plan: (Section 108(a))**

Pursuant to WIOA and in accordance with the requirements established by the Governor of the State of Florida, CareerSource Capital Region shall develop the Four Year Local Plan, as required, and shall present said plans to the COUNTIES for review and approval. Upon approval and execution of the plans by the COUNTIES when required by the Acts, acting through the respective Boards of County Commission, or their designees, the plans will be submitted to the proper funding authorities by CareerSource Capital Region.

**3. Establishment of the Gadsden, Leon, Wakulla Workforce Development Consortium**

The Gadsden, Leon, and Wakulla Workforce Development Consortium (the "CONSORTIUM") is hereby created to be organized as hereinafter provided. Each respective Board of County Commissioners shall identify and designate one individual to serve as their designee on the CONSORTIUM. The designee shall be a voting member. The CONSORTIUM will exercise approval authority, which will not be unreasonably withheld, over the budget adopted by CareerSource Capital Region for final submittal and approval to CareerSource Florida and then the Department of Economic Opportunity. The CONSORTIUM will also exercise approval authority and review of the annual audit as conducted over CareerSource Capital Region for final submittal to the proper funding authorities by CareerSource Capital Region.

**4. Duties and Responsibilities of CareerSource Capital Region**

The COUNTIES hereby designate CareerSource Capital Region as the local sub-grant recipient and local fiscal agent for all Workforce Innovation and Opportunity Act funds and other workforce development programs operating within the Region 5 Workforce Region (the "Program"). In that capacity, CareerSource Capital Region shall act as its own administrative entity, and be responsible for all Program activities as required by the Acts, including and/or subject to the following:

- A. CareerSource Capital Region shall employ personnel to carry out the effective and efficient operation of the Program, as defined in the Workforce Local Plan, and to provide necessary technical assistance to any sub-grantee's providing services under the guidance of the Board and acting in partnership with the COUNTIES as provided herein;
- B. CareerSource Capital Region Board shall select a Chief Executive Officer of sufficient competence and experience to organize and train such staff as necessary to conduct the functions and operations of the fiscal and administrative entity as provided herein;
- C. CareerSource Capital Region, through the actions of said personnel, as authorized, approved or directed by the CareerSource Capital Region Board of Directors, shall:

- 1. Prepare planning documents required by applicable state and federal law and, after any required



**BIG BEND JOBS & EDUCATION COUNCIL, INC. d/b/a CareerSource Capital Region  
GADSDEN COUNTY BOARD OF COUNTY COMMISSIONERS  
LEON COUNTY BOARD OF COUNTY COMMISSIONERS  
WAKULLA COUNTY BOARD OF COUNTY COMMISSIONERS  
INTERLOCAL AGREEMENT**

approval by the COUNTIES, submit them to the appropriate funding authorities for approval;

2. Prepare and submit for approval by the CONSORTIUM, an annual budget for the proper expenditure of all funds allocated to CareerSource Capital Region;
3. Direct the receipt and expenditure of funds in accordance with the Acts, this Agreement, approved local plans and budget, and/or all applicable Federal, State or Local Laws;
4. Execute contracts, sub-grants and other agreements necessary to carry out the programs authorized by CareerSource Florida and DEO, including making the designation of the One Stop Operator, selecting and designating youth service providers, identifying eligible providers of adult and dislocated worker intensive and training services, and maintaining a list of those providers with performance and cost information;
5. Reach agreement with the Governor and CareerSource Florida on local performance measures;
6. Recommend policy and develop program procedures for program management, planning, operation, evaluation and other necessary functions;
7. Evaluate program performance and determine whether there is a need to reallocate program resources and to modify the grant agreement with the State of Florida Department of Economic Opportunity;
8. Establish and maintain such committees as determined by the CareerSource Capital Region Board of Directors;
9. Establish and maintain in force agreements with each of the required local One Stop Partner agencies;
10. As the fiscal agent, collect, account for, invest and expend Program income generated by Program activities pursuant to the Acts and State of Florida requirements and approved CareerSource Capital Region bylaws, procurement policies, finance and accounting policies;
11. Conduct oversight with respect to activities, programs and expenditures under WIOA and such other federal programs that assign responsibility for oversight over programs, activities and expenditures. Oversight shall include monitoring related to administrative costs, avoiding duplicated services, providing career counseling, working with economic development, providing equal access, and ensuring compliance and accountability to meet performance outcomes.
12. Enforce all agreements and take action against any sub-recipient or vendor for abuse in the programs in order to protect the funds and the integrity of the program, subject to final approval or ratification by the CareerSource Capital Region Board of Directors;
13. Coordinate workforce investment activities with economic development strategies regionally and developing strong employer linkages;



**BIG BEND JOBS & EDUCATION COUNCIL, INC. d/b/a CareerSource Capital Region  
GADSDEN COUNTY BOARD OF COUNTY COMMISSIONERS  
LEON COUNTY BOARD OF COUNTY COMMISSIONERS  
WAKULLA COUNTY BOARD OF COUNTY COMMISSIONERS  
INTERLOCAL AGREEMENT**

14. Promote private sector involvement in the statewide workforce investment system through effective brokering, connecting and coaching activities through intermediaries in the local area or through other organizations to assist employers in meeting hiring needs;
  15. Develop and administer a system to hear and resolve all grievances or complaints filed by participants, subcontractors or other interested parties as required by the Acts, Regulations or State Laws, subject to approval by the respective Boards of County Commissions when approving the Workforce Services Plan.
  16. Develop fiscal controls, accounting, audit and debt collection procedures to assure the proper disbursement of, and accounting for, funds received under WIOA, with at least fifty percent (50%) of the Title I funds for Adults and Dislocated Workers that are passed through to CareerSource Capital Region and allocated to and expended on Individual Training Accounts unless a waiver is granted for a lower percentage by CareerSource Florida.
  17. Make available to the COUNTIES and the general public through its website, [www.careersourcecapitalregion.com](http://www.careersourcecapitalregion.com), the audit conducted in accordance with OMB Super Circular 900 200 annually.
  18. Perform any other functions as necessary or appropriate to meet its responsibility for the operation of the Program;
  19. Maintain the required insurance coverage to protect the COUNTIES addressed through this agreement.
- D. CareerSource Capital Region shall have authority to seek, compete for and secure other sources of funding consistent with and in accordance with its purpose and for such other purposes as CareerSource Capital Region Board may deem appropriate and necessary.
- E. CareerSource Capital Region shall perform or cause to have performed internal audits and monitoring of all funds as required by the Acts and in accordance with the provisions of paragraph 6(c) herein; shall satisfactorily resolve any questions or problems arising from said audits and monitoring; and present audit and monitoring findings directly to the Audit Committee and CONSORTIUM.
- F. CareerSource Capital Region shall adopt such procedures to ensure compliance with applicable conflict of interest and public meetings laws. Members of the CareerSource Capital Region Board of Directors shall ensure there is no conflict of interest in the voting actions of the CareerSource Capital Region Board or its members with respect to all activities by complying with all disclosure, conflict of interest statutes, and other regulations and guidelines, as well as complying with all public meeting requirements, notifications and restrictions as prescribed by law.
- G. In order to exercise its independent Program oversight, CareerSource Capital Region shall not serve as the one stop operator and/or a direct service provider of certain components or all components of workforce services unless deemed necessary by the CareerSource Capital Region Board of Directors.
- H. CareerSource Capital Region shall promote and solicit participation by the business community in the program in order to maximize services to eligible residents of the area.
- I. CareerSource Capital Region shall collect or have collected appropriate labor market information to determine business and industry needs for specific job categories in the COUNTIES.



**BIG BEND JOBS & EDUCATION COUNCIL, INC. d/b/a CareerSource Capital Region  
GADSDEN COUNTY BOARD OF COUNTY COMMISSIONERS  
LEON COUNTY BOARD OF COUNTY COMMISSIONERS  
WAKULLA COUNTY BOARD OF COUNTY COMMISSIONERS  
INTERLOCAL AGREEMENT**

- J. CareerSource Capital Region shall approve, in conjunction with the respective Board of County Commissioners, all plans as may be required under the Wagner Peyser (employment services) Act.
- K. CareerSource Capital Region shall exert every reasonable and necessary effort to resolve disagreements between CareerSource Capital Region and the COUNTIES.
- L. CareerSource Capital Region shall comply with all the filing and other requirements mandated by the Florida not-for-profit corporation statutes, and applicable IRS regulations and filings.
- M. CareerSource Capital Region shall complete and submit all assurances and certifications as required by the funding sources.
5. Duties and Responsibilities of the COUNTIES:

Each Board of County Commissioners is designated as the Chief Elected Officials under the WIOA, and in the capacity as the local grant recipient shall have the following duties and responsibilities:

- A. Appoint and reappoint representatives of the private sector members to the CareerSource Capital Region Board of Directors in a timely manner so as to maintain the minimum number of business members required by CareerSource Capital Region's bylaws, CS/HB 7023 enacted by the 2012 Florida Legislature and as provided in the WIOA.
- B. Each Board of County Commissioners shall have the authority to remove an appointed Board Member for cause. Cause may include, but is not limited to, conviction of a crime involving moral turpitude or dishonesty; and/or intentional and flagrant violation of County or CareerSource Capital Region standard of conduct to include ethical violation; and/or any conduct the COUNTIES determine to be detrimental to CareerSource Capital Region and/or the County or to the purposes and objectives of the workforce development system. Also removal for violation of the CSCR Board bylaws and policies. Removal of the Chair and/or Officer of the CareerSource Capital Region Board of Directors requires approval by all COUNTIES.

The number of members of the Local Workforce Area (LWA) Board shall be determined by the CareerSource Capital Region in consultation with the Chief Local Elected Official(s), but must remain compliant with the WIOA and the State of Florida legislation.

Members shall be appointed for fixed terms and may serve until their successors are appointed. Terms of the CareerSource Capital Region Board members shall be three (3) years with a maximum of nine (9) years consecutive service.

A majority of the CareerSource Capital Region Board shall be representative of the private sector, who shall be owners of businesses, chief executives, or chief operating officers of non-governmental employers, or other private sector executives who have substantial management or policy responsibility. The Chairperson of the CareerSource Capital Region shall be a representative of the private sector and shall be selected by the membership of the CareerSource Capital Region Board annually with a two year term limit.

The private sector representatives on the CareerSource Capital Region Board shall number twelve (12) and shall be selected in the following manner:



**BIG BEND JOBS & EDUCATION COUNCIL, INC. d/b/a CareerSource Capital Region  
GADSDEN COUNTY BOARD OF COUNTY COMMISSIONERS  
LEON COUNTY BOARD OF COUNTY COMMISSIONERS  
WAKULLA COUNTY BOARD OF COUNTY COMMISSIONERS  
INTERLOCAL AGREEMENT**

Nominations for the private sector seats shall be submitted to the respective County Commissions or their designee by local business organizations including local chambers of commerce, downtown merchants associations, area business associations, etc., but must be compliant with the WIOA and State of Florida.

Such nominations for the CareerSource Capital Region Board shall be representative of the business community described above in optimal business leadership positions such as CEO's, President's, Owners, and senior business leaders.

In addition, the number of private sector seats appointed by the respective county commissions shall be apportioned as follows:

Leon County Commission, seven (7);  
Gadsden County Commission, three (3); and  
Wakulla County Commission, two (2).

Depending on the Board make up, these numbers may need to change. The percentage of business positions is based on population percentages of the participating counties in Region 5.

The remaining board memberships shall be filled as specified in the State of Florida and the Workforce Innovation and Opportunity Act. These Members **are not nominated** by the three (3) respective County Commissions or their designee but prescribed by WIOA;

The Mandatory Partners:

Higher Education (1);  
A minimum of 20% with labor designation  
Adult Literacy (1)  
Government and Economic Development (1)  
Economic and Community Development (1)  
State Wagner Peyser (1)  
Vocational Rehabilitation (1)

The May's in the Law are:

Community Organization (1)  
Youth Organization (1)  
Local Educational Agencies (1)  
Transportation, Housing, Public Assistance (1)  
Philanthropic Organizations (1)  
Other Individuals- Local Elected Officials Discretion.

NOTE: Because business must be at least 51% of the Board, additional positions in the "may" section require adding multiple business people to the board. The intent of the WIOA law is to keep the board number low (minimum of 19) and have strategic and effective community business leaders.

- B. Maintain communication with CareerSource Capital Region necessary to carry out the objectives of this agreement.
- C. Appoint and reappoint members to the CONSORTIUM as defined in Section 3.
- D. Provide such Program oversight to ensure the effective and efficient delivery of all services as provided for in accordance with this Agreement, CareerSource Capital Region's approved plans, and as defined in the WIOA.



**BIG BEND JOBS & EDUCATION COUNCIL, INC. d/b/a CareerSource Capital Region  
GADSDEN COUNTY BOARD OF COUNTY COMMISSIONERS  
LEON COUNTY BOARD OF COUNTY COMMISSIONERS  
WAKULLA COUNTY BOARD OF COUNTY COMMISSIONERS  
INTERLOCAL AGREEMENT**

- E. Review, make recommendations, and approve, in its reasonable discretion, all plans as may be required under the WIOA.
- F. Take prompt corrective action as it determines appropriate in its reasonable discretion when necessary to comply with the Acts, or to assure that performance standards are met.
- G. Ensure, through CareerSource Capital Region Board meetings and CareerSource Capital Region staff presentations, as well as approval of CareerSource Capital Region policies, reports and other agreements, that CareerSource Capital Region has and maintains adequate administration, controls and management for funds and programs handled by CareerSource Capital Region including, but not limited to, such activities as receipts and disbursement of funds, monitoring, evaluation and contracting.
- H. Exert every necessary and reasonable effort to resolve disagreements between CareerSource Capital Region and the COUNTIES.

**6. Financial Responsibility for the Program:**

As provided in the WIOA, the Board of County Commissioners of the respective counties, as the Chief Elected Officials (CEOs), are not relieved of the liability for the misuse of grant funds by the designation of CareerSource Capital Region as sub-grantee and fiscal agent as provided herein, as authorized by WIOA, and CareerSource Capital Region agrees to the following, in order to provide assurances to and protection for the Chief Elected Officials as to sound fiscal management of the Program in compliance with the Acts:

A. **Indemnification.** Unless determined to be contrary to applicable law, CareerSource Capital Region shall indemnify, pay the cost of defense, including attorneys' fees, and hold harmless the respective Boards of County Commissioners, its agents or employees; or by, or in consequence of any act or omission, neglect or misconduct in the performance of this Agreement; or on account of any act or omission, neglect or misconduct of CareerSource Capital Region, its agents or employees; or by, or on account of, any claim or amounts recovered under the "Workers' Compensation Law" or of any other laws, by-laws, ordinance, order or decree, except *only* such injury or damage as shall have been occasioned by the sole negligence of the respective Board of County Commissions.

B. **Disallowed Cost Liability.** In the event CareerSource Capital Region is found responsible for any disallowed costs, through whatever means, CareerSource Capital Region and the COUNTIES will mutually work to resolve all such disallowed costs. In the event that repayment of funds is demanded by the funding source, CareerSource Capital Region will have first responsibility for repayment, through its insurance, bonds, and grant or non-grant funds such as unrestricted funds as allowed by the Acts. If CareerSource Capital Region's insurance, bonds, grant or non-grant funds are insufficient for the demanded repayment, then any repayment obligation shall be determined as provided by the Acts.

C. **Additional Financial Assurances.** During the term hereof, in addition to any other remedies provided by law, the Acts, or in this Agreement, in the event the respective Boards of County Commissions reasonably determines that additional financial or performance assurances are necessary to protect the interests of the respective Boards of County Commissions, as the Chief Elected Officials, after written notice to CareerSource Capital Region, the COUNTIES may: (i) require CareerSource Capital Region to withhold payments from its designated one stop operator(s) or service providers; (ii) require that all contracts, and payments thereon, provide for the retainage of a portion of payments due; (iii) make any appearances in any proceedings or conduct any reviews or examinations the respective Boards of County Commissions reasonably deems



**BIG BEND JOBS & EDUCATION COUNCIL, INC. d/b/a CareerSource Capital Region  
GADSDEN COUNTY BOARD OF COUNTY COMMISSIONERS  
LEON COUNTY BOARD OF COUNTY COMMISSIONERS  
WAKULLA COUNTY BOARD OF COUNTY COMMISSIONERS  
INTERLOCAL AGREEMENT**

necessary; or (iv) post such security, as the respective Boards of County Commissions reasonably deems necessary, for the performance of any obligations as provided in the Acts or this Agreement.

**7. Term and Termination:**

A. **Term.** The term of this Agreement shall commence on the Effective Date or the filing of this Interlocal Agreement as provided in paragraph 13 herein, whichever occurs last, and continues through June 30, 2020, unless otherwise terminated as provided herein. Thereafter, this Agreement shall automatically renew for additional one year terms commencing on July 1 and ending in June 30, unless any party provides written notice of its intent not to renew on or before March 1 of any extension period.

B. **Termination for Convenience.** Either Party may terminate this Agreement, without cause, by giving one hundred fifty (150) days prior written notice of the termination hereof pursuant to this provision.

C. **Termination on Default.**

1. Each of the following shall constitute an Event of Default:

(a) The failure or refusal by any of the 4 parties to substantially fulfill any of its obligations in accordance with this Agreement, provided, however, that no such default shall constitute an Event of Default unless and until a non-defaulting party has given prior written notice specifying that a default or defaults exist which will, unless corrected, constitute a material breach of this Agreement, and the defaulting party has either corrected such default or has not cured the defaults, as determined by the non-defaulting parties within thirty (30) days from the date of such notice;

(b) The written admission by CareerSource Capital Region that it is bankrupt, or the filing by a voluntary petition as such under the Federal Bankruptcy Act, or the consent by CareerSource Capital Region to the appointment by a court of a receiver or trustee or the making by CareerSource Capital Region of any arrangement with or for the benefit of its creditors involving an assignment to a trustee, receiver or similar fiduciary regardless of how designated, of all or a substantial portion of Contractor's property or business, or the dissolution or revocation of CareerSource Capital Region's corporate charter.

2. Upon the occurrence of an Event of Default, the non-defaulting party (ies) shall have the right to immediately terminate this Agreement upon written notice to the party (ies) in default.

D. **Termination of Funding.** In the event that sufficient budgeted state formula funds are not available for a new fiscal period, the respective Boards of County Commissions shall notify CareerSource Capital Region of such occurrence and the Agreement shall terminate on the last day of the current fiscal period without penalty or expense to the respective Boards of County Commissions.

**8. Notice:**

Except as otherwise provided in this Agreement, any notice required or permitted to be given hereunder shall be delivered personally or sent by mail with postage pre-paid to the following addresses or to such other places as may be designated by the parties hereto from time to time.

For CareerSource Capital  
Region:

For GADSDEN  
COUNTY:

For LEON COUNTY:  
Chairperson

For WAKULLA COUNTY:  
Chairperson



**BIG BEND JOBS & EDUCATION COUNCIL, INC. d/b/a CareerSource Capital Region  
 GADSDEN COUNTY BOARD OF COUNTY COMMISSIONERS  
 LEON COUNTY BOARD OF COUNTY COMMISSIONERS  
 WAKULLA COUNTY BOARD OF COUNTY COMMISSIONERS  
 INTERLOCAL AGREEMENT**

CareerSource Capital Region Chief Executive Officer 325 John Knox Road, Atrium Building, Suite 102 Tallahassee, Florida 32303	Chairperson Gadsden County Board of Commissioners PO Box 1799 Quincy, Florida 32351	Leon County Board of Commissioners 301 S. Monroe Street, 5 <sup>th</sup> Floor Tallahassee, Florida 32301	Wakulla County Board of Commissioners PO Box 1263 Crawfordville, Florida 32326
--	--	--	--

**9. Modification:**

This Agreement may be modified by the mutual consent of the parties thereto, in any lawful manner and consistent with the Acts, Regulations or any rule promulgated thereto.

**10. Resolution of Disagreements:**

A. To facilitate the timely and effective resolution of any controversy or dispute that may arise under this Agreement, the Gadsden County Board of Commissioners, the Leon County Board of Commissioners, and the Wakulla County Board of Commissioners, the Chairperson of CareerSource Capital Region and each county's Administrators shall undertake negotiations to resolve the matter. To the extent the controversy or dispute cannot, after good faith effort, be resolved either party may refer the matter to non-binding mediation. The dispute will be mediated by a mediator chosen jointly by CareerSource Capital Region and COUNTIES within thirty (30) days after written notice demanding non-binding mediation by either party. Neither party may unreasonably withhold consent to the selection of a mediator, nor will CareerSource Capital Region along with the COUNTIES share the cost of the mediation equally. The parties may also, by mutual agreement, replace mediation with some other form of non-binding alternate dispute resolution ("ADR") procedure. The payment of costs incurred to address the mediation will be determined based on the area of service. (e.g., population, usage of services, etc.)

B. In the event that any claim, dispute or demand cannot be resolved between the parties through negotiation or mediation as provided herein within 60 days after the date of the initial demand for non-binding mediation, then either party may pursue any remedies as provided by Law.

**11. Severability:**

In the event any terms or provisions of this Agreement or the application to any of the parties hereto, person or circumstance shall, to any extent, be held invalid or unenforceable, the remainder of this Agreement, or the application of such terms or provision to the parties hereto, persons or circumstances other than those as to which it held invalid or unenforceable, shall not be affected thereby and every other term and provision of this Agreement shall be valid and enforced to the fullest extent permitted by law.

**12. Filing of Agreement:**

This Agreement shall be filed with each county's Clerk of the Circuit Court.

**13. Termination of Original Interlocal:**

This Agreement supersedes all prior agreements between the parties, and said prior agreements, including the Original Interlocal between the parties are hereby terminated.

**BIG BEND JOBS & EDUCATION COUNCIL, INC. d/b/a CareerSource Capital Region  
GADSDEN COUNTY BOARD OF COUNTY COMMISSIONERS  
LEON COUNTY BOARD OF COUNTY COMMISSIONERS  
WAKULLA COUNTY BOARD OF COUNTY COMMISSIONERS  
INTERLOCAL AGREEMENT**

THIS AGREEMENT IS ENTERED INTO ON BEHALF OF:

**GADSDEN COUNTY**

\_\_\_\_\_  
Gadsden Consortium Member, Eric Hinson

\_\_\_\_\_  
Date of Commission Action

**APPROVED AS TO FORM:**

BY: \_\_\_\_\_  
Gadsden County Attorney

**ATTEST:** Gadsden County Clerk of the Circuit Court

BY: \_\_\_\_\_  
Gadsden County Clerk of the Circuit Court

**LEON COUNTY**

\_\_\_\_\_  
Leon Consortium Member, Nick Maddox

\_\_\_\_\_  
Date of Commission Action

**APPROVED AS TO FORM:**

\_\_\_\_\_  
Leon County Attorney

**ATTEST:** Leon County Clerk of the Circuit Court

BY: \_\_\_\_\_  
Leon County Clerk of the Circuit Court

**WAKULLA COUNTY**

Ralph Thomas  
Ralph Thomas, Chairman

June 1, 2015  
Date of Commission Action

**APPROVED AS TO FORM:**

[Signature]  
Wakulla County Attorney

**ATTEST:** Wakulla County Clerk of the Circuit Court

BY: Brent X. Thurmond  
Wakulla County Clerk of the Circuit Court

**BIG BEND JOBS & EDUCATION  
COUNCIL, INC. d/b/a CareerSource Capital Region**

[Signature]  
CareerSource Capital Region Chairperson, George Banks

**APPROVED AS TO FORM:**

BY: [Signature]  
Secretary, Beth Kirkland





**BIG BEND JOBS & EDUCATION COUNCIL, INC. d/b/a CareerSource Capital Region  
GADSDEN COUNTY BOARD OF COUNTY COMMISSIONERS  
LEON COUNTY BOARD OF COUNTY COMMISSIONERS  
WAKULLA COUNTY BOARD OF COUNTY COMMISSIONERS  
INTERLOCAL AGREEMENT**

THIS AGREEMENT IS ENTERED INTO ON BEHALF OF:

**GADSDEN COUNTY**

*Eric Hinson*  
Gadsden Consortium Member, Eric Hinson

APPROVED AS TO FORM:

BY: *[Signature]*  
Gadsden County Attorney



ATTEST: Gadsden County Clerk of the Circuit Court

July 7, 2015  
Date of Commission Action

BY: *Marcella Blocker, Deputy Clerk*  
Gadsden County Clerk of the Circuit Court

**LEON COUNTY**

\_\_\_\_\_  
Leon Consortium Member, Nick Maddox

APPROVED AS TO FORM:

\_\_\_\_\_  
Leon County Attorney

ATTEST: Leon County Clerk of the Circuit Court

\_\_\_\_\_  
Date of Commission Action

BY: \_\_\_\_\_  
Leon County Clerk of the Circuit Court

**WAKULLA COUNTY**

\_\_\_\_\_  
Wakulla Consortium Member, Jerry Moore

APPROVED AS TO FORM:

\_\_\_\_\_  
Wakulla County Attorney

ATTEST: Wakulla County Clerk of the Circuit Court

\_\_\_\_\_  
Date of Commission Action

BY: \_\_\_\_\_  
Wakulla County Clerk of the Circuit Court

**BIG BEND JOBS & EDUCATION  
COUNCIL, INC. d/b/a CareerSource Capital Region**

\_\_\_\_\_  
CareerSource Capital Region Chairperson, George Banks

APPROVED AS TO FORM:

BY: \_\_\_\_\_  
Secretary, Beth Kirkland

**BIG BEND JOBS & EDUCATION COUNCIL, INC. d/b/a CareerSource Capital Region  
GADSDEN COUNTY BOARD OF COUNTY COMMISSIONERS  
LEON COUNTY BOARD OF COUNTY COMMISSIONERS  
WAKULLA COUNTY BOARD OF COUNTY COMMISSIONERS  
INTERLOCAL AGREEMENT**

THIS AGREEMENT IS ENTERED INTO ON BEHALF OF:

**GADSDEN COUNTY**

\_\_\_\_\_  
Gadsden Consortium Member, Eric Hinson

\_\_\_\_\_  
Date of Commission Action

**LEON COUNTY**

  
\_\_\_\_\_  
Leon Consortium Member, Nick Maddox

\_\_\_\_\_  
Date of Commission Action

**WAKULLA COUNTY**

\_\_\_\_\_  
Wakulla Consortium Member, Jerry Moore

\_\_\_\_\_  
Date of Commission Action

**BIG BEND JOBS & EDUCATION  
COUNCIL, INC. d/b/a CareerSource Capital Region**

\_\_\_\_\_  
CareerSource Capital Region Chairperson, George Banks

**APPROVED AS TO FORM:**

BY: \_\_\_\_\_  
Gadsden County Attorney

**ATTEST:** Gadsden County Clerk of the Circuit Court

BY: \_\_\_\_\_  
Gadsden County Clerk of the Circuit Court

**APPROVED AS TO FORM:**

  
\_\_\_\_\_  
Leon County Attorney

**ATTEST:** Leon County Clerk of the Circuit Court

BY:   
\_\_\_\_\_  
Leon County Clerk of the Circuit Court

**APPROVED AS TO FORM:**

\_\_\_\_\_  
Wakulla County Attorney

**ATTEST:** Wakulla County Clerk of the Circuit Court

BY: \_\_\_\_\_  
Wakulla County Clerk of the Circuit Court

**APPROVED AS TO FORM:**

BY: \_\_\_\_\_  
Secretary, Beth Kirkland



**SIGNATURE PAGE**

This plan represents the efforts of CareerSource Capital Region to implement the Workforce Innovation and Opportunity Act in the following counties:

- Gadsden County
- Leon County
- Wakulla County

We will operate in accordance with this plan and applicable federal and state laws, rules, and regulations.

**Workforce Development Board Chair**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name (printed or typed)  
Title

\_\_\_\_\_  
Date

**Chief Elected Official**

  
\_\_\_\_\_  
Signature

Nick Maddox, Commissioner  
Name (printed or typed)  
Title

05/17/2016  
Date

# TALLAHASSEE DEMOCRAT

## Tallahassee.com

A GANNETT COMPANY

Attn:  
**CAREER SOURCE CAPITAL REGION**  
**325 JOHN KNOX RD # 102**  
**TALLAHASSEE, FL 32303**

STATE OF FLORIDA COUNTY OF LEON:  
Before the undersigned authority personally appeared Kristina Balytova, who on oath says that he or she is a Legal Advertising Representative of the Tallahassee Democrat, a daily newspaper published at Tallahassee in Leon County, Florida; that the attached copy of advertisement, being a Legal Ad in the matter of

**NOTICE**

In the Second Judicial Circuit Court was published in said newspaper in the issues of:

**04/10/16**

Affiant further says that the said Tallahassee Democrat is a newspaper published at Tallahassee, in the said Leon County, Florida, and that the said newspaper has heretofore been continuously published in said Leon County, Florida each day and has been entered as periodicals matter at the post office in Tallahassee, in said Leon County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he or she has never paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

Sworn to and Subscribed before me this 11th of April 2016, by Kristina Balytova who is personally known to me.

*Teri M. Ismail*  
Teri M. Ismail  
Notary Public for the State of Florida  
My Commission expires June 23, 2018

**TERI M. ISMAIL**  
MY COMMISSION #FF135171  
EXPIRES June 23, 2018  
(407) 398-0153 FloridaNotaryService.com

**LEGAL NOTICE**  
The Board of Directors for the Big Bend Jobs & Education Council, Inc. d/b/a CareerSource Capital Region (CSCR), a grant recipient and administrative entity for Workforce Innovation and Opportunity Act (WIOA) funds allocated to Gadsden, Leon and Wakulla counties, will be submitting a Workforce Innovation and Opportunity Act Local Plan Year 2016-2020 to CareerSource Florida on April 30, 2016 as required under the Workforce Innovation and Opportunity Act of 2014.  
A public comment period of no more than thirty (30) days is required. The draft plan can be found at the CareerSource Capital Region website at [www.careersourcecapitalregion.com/about/reports-publications](http://www.careersourcecapitalregion.com/about/reports-publications). All public comments are welcomed April 11, 2016 through April 25, 2016. Please direct any comments to Dee Robinson at [dee.robinson@careersourcecapitalregion.com](mailto:dee.robinson@careersourcecapitalregion.com) or mail comments to: 325 John Knox Road, Atrium Building, Suite 102, Tallahassee, FL 32303.  
The final plan will be submitted to CareerSource Florida on April 30, 2016.  
Under the provisions of Section 120.57(3)(b), Florida Statutes, failure to file protest within the time prescribed in Section 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes. Persons using TTY/TTD equipment use Florida Relay Service 711. Publication: Apr. 10, 2016

**LEGAL NOTICE**  
The Board of Directors for the Big Bend Jobs & Education Council, Inc. d/b/a CareerSource Capital Region (CSCR), a grant recipient and administrative entity for Workforce Innovation and Opportunity Act (WIOA) funds allocated to Gadsden, Leon and Wakulla counties, will be submitting a Workforce Innovation and Opportunity Act Local Plan Year 2016-2020 to CareerSource Florida on April 30, 2016 as required under the Workforce Innovation and Opportunity Act of 2014.  
A public comment period of no more than thirty (30) days is required. The draft plan can be found at the CareerSource Capital Region website at [www.careersourcecapitalregion.com/about/reports-publications](http://www.careersourcecapitalregion.com/about/reports-publications). All public comments are welcomed April 11, 2016 through April 25, 2016. Please direct any comments to Dee Robinson at [dee.robinson@careersourcecapitalregion.com](mailto:dee.robinson@careersourcecapitalregion.com) or mail comments to: 325 John Knox Road, Atrium Building, Suite 102, Tallahassee, FL 32303.  
The final plan will be submitted to CareerSource Florida on April 30, 2016.  
Under the provisions of Section 120.57(3)(b), Florida Statutes, failure to file protest within the time prescribed in Section 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes. Persons using TTY/TTD equipment use Florida Relay Service 711. Publication: Apr. 10, 2016

04/13/2016

---

Rick Scott  
GOVERNOR

---



---

Hunting F. Deutsch  
EXECUTIVE DIRECTOR

---

**FLORIDA DEPARTMENT *of*  
ECONOMIC OPPORTUNITY**

---

September 11, 2012

Ms. Barb Edwards, Board Chair  
Workforce Plus  
325 John Knox Road, Building B-100  
Tallahassee, Florida 32303

Re: Florida Department of Economic Opportunity and Regional Workforce Boards' Grantee-Subgrantee Agreement

Dear Ms. Edwards:

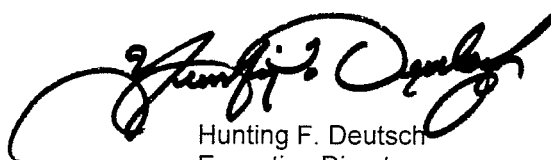
The Department has completed its review of comments received regarding the revised Grantee-Subgrantee Agreement that had been distributed earlier this year. We thank everyone for their comments and participation in this process. Changes to the Agreement have been made based on the comments we received.

Enclosed are two copies of the final Agreement that have been signed by me and need your signature or that of your Executive Director if that is the person who has been designated to sign on behalf of your Board. One copy of the signed Agreement must be returned to the Department and the other copy is for your records. A copy also should be provided to your local Chief Elected Official(s). The signed Agreement should be mailed to the attention of Mr. Sam Collins of our Department's Workforce Services Division at 107 East Madison Street, Caldwell Building, MSC# G-229, Tallahassee, Florida 32399.

Should you have any questions regarding the enclosed Grantee-Subgrantee Agreement or any of its exhibits, please contact Sam either by phone at (850) 245-7494 or email at [sam.collins@deo.myflorida.com](mailto:sam.collins@deo.myflorida.com).

We appreciate your continued support and partnership in advancing Governor Scott's jobs creation and economic growth agenda. Please let me know if there is anything I can do to further support your local efforts in that regard.

Sincerely,



Hunting F. Deutsch  
Executive Director

Enclosures

HFD/lm

cc: Ms. Kimberly A. Moore  
Mr. Chris Hart  
Mr. Thomas Clendenning  
Ms. Lois Scott  
Mr. Sam Collins

Florida Department of Economic Opportunity | The Caldwell Building | 107 E. Madison Street | Tallahassee, FL | 32399-4120  
866.FLA.2345 | 850.245.7105 | 850.921.3223 Fax | [www.FloridaJobs.org](http://www.FloridaJobs.org) | [www.twitter.com/FLDEO](http://www.twitter.com/FLDEO) | [www.facebook.com/FLDEO](http://www.facebook.com/FLDEO)

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

**GRANTEE – SUBGRANTEE AGREEMENT  
BETWEEN WORKFORCE PLUS  
AND THE DEPARTMENT OF ECONOMIC OPPORTUNITY**

This Grantee - Subgrantee Agreement (Agreement) sets forth the terms and conditions to which the WORKFORCE PLUS (the Board) agrees as a recipient of federal workforce funds from the Department of Economic Opportunity (Department or DEO). This Agreement shall take effect on July 1, 2012 and shall remain in effect for as long as the Board continues to receive federal funding from the Department as directed by Workforce Florida, Inc. (WFI) or until a new agreement is executed. Failure to comply with the terms and conditions outlined herein may result in the loss of federal and state funds and may be considered grounds for the suspension or termination of this Agreement and result in a determination of disallowed costs.

**Fiscal and Administrative Controls**

A. The Board agrees to comply with the applicable cost principles and administrative requirements for grants and agreements included in applicable Code of Federal Regulations, federal Circulars and requirements of the federal Office of Management and Budget. The Board agrees to follow all programmatic and funding requirements of federal and state law and has provided a certification that the written administrative procedures and processes representing the minimum required procedures and fiscal controls are in place for managing and operating Workforce Investment Act, Wagner-Peyser, Welfare Transition, Supplement Nutrition Assistance Program (SNAP) and other programs for which the Regional Workforce Board/administrative entity receives funds from the Department or WFI. The certification is attached hereto as Exhibit "E".

B. The Board agrees to comply with Chapter 445, Florida Statutes in managing and operating workforce programs for which the Board receives funds from the Department or WFI.

C. The Board shall receive its level of allocated funding and other funding by way of Notice of Fund Availability (NFA). These NFA notices may contain more specific instructions regarding the expenditure of funds and additional terms and conditions tied to the specific award.

D. The Board shall, in accordance with the Department's instructions, provide timely electronic data to the Department, via the electronic data systems used at the One-Stop centers and the Board, as it relates to the financial or programmatic information in order to allow the Department to provide accurate reports to the United States Department of Labor (USDOL), other federal agencies, WFI, and other interested parties; and to review the Board's fiscal status and performance. The Board shall, in accordance with the Department's instruction, enter programmatic and fiscal information in the respective electronic data systems in a timely manner in order to monitor and to provide accurate information/reports to the afore-mentioned parties.

E. The Board agrees to be monitored by the Department staff and/or agents, as well as representatives of federal and state funding agencies. Additionally, the Board agrees to comply with the Audit Requirements set forth in Exhibit "D" on an annual basis to ensure compliance with these uniform requirements and take prompt corrective action as a result of findings of noncompliance. The Board also understands that the Department may recommend sanctions or

penalties against the Board to WFI for failure to take appropriate corrective action to secure compliance with the administrative requirements. The Board understands that the Department may take action to recover disallowed costs and interest. Upon exhaustion of applicable administrative and judicial remedies, the Board agrees to repay the amount of finally determined disallowed costs and interest from non-federal and non-state grant funds.

F. The Board shall manage, maintain, and properly dispose of program and financial records in accordance with governing state and federal laws and regulations.

G. The Board shall designate a custodian for property and equipment purchased and/or transferred to the Board from the Department for use in the One-Stop delivery system. The Board and its designated One-Stop Operator(s) or Managing Partner(s) shall follow the procurement procedures approved by WFI in the purchasing of property, equipment, and other goods and services for use in the local One-Stop delivery system. The Board shall follow its own property management procedures when managing property and equipment. Upon termination of this agreement, the Board agrees that the Department shall be reimbursed its monetary share of the fair market value of all property and equipment purchased directly by the Department and subsequently transferred to the Board; except however, any single item not part of a group or collection valued at less than \$1,000 may be retained, sold, or otherwise disposed of by the Board without further obligation to the Department.

### **Performance Standards**

A. The Board is required to perform in accordance with governing federal and state law; any and all requirements set forth in the Memorandum of Understanding (“MOU”), Exhibit “A”; WFI policies; and other agreements in which the Board has received a Notice of Fund Availability. These requirements, as tracked by WFI and the Department, shall be considered the “Performance Standards.” The Board shall, in accordance with the Department’s instructions, provide timely electronic data to the Department, via the electronic data systems used at the One-Stop centers, as it relates to the Performance Standards in order to allow the Department to provide accurate reports to USDOL, WFI and other interested parties and to review the Board’s performance. On an annual basis, the Department, under the direction of WFI shall meet with each regional workforce board to review the board’s performance.

B. Corrective Measures. The Department will routinely review and monitor the Board’s performance as directed by WFI and will notify the Board in writing of any deficiencies or recommendations. The need for such a review will be determined by WFI based on an analysis of a region’s workforce program participant and financial data as provided by the Department. The Board agrees that its failure to meet at least 80% of each of the goals set forth that are related to or aligned with the measures negotiated with USDOL in the Performance Standards, or its failure to substantially comply with any and all other requirements set forth in the MOU, the plans and other agreements, and governing state or federal law constitutes grounds for corrective measures. Should the Board’s performance require corrective action to improve performance, the Department will initiate a Performance Improvement Plan, or other appropriate actions, in coordination with WFI.

The Board will have 30 days from the date of receipt of the written Performance Improvement Plan to respond to the recommendations outlined in the plan and to present a plan of action to implement the recommendations to the Department and WFI for approval. The Department and WFI shall be available to assist the Board in planning and implementing the recommendations in the Performance Improvement Plan. The Board will provide to the Department a status report relative to the Performance Improvement Plan recommendations and the plan of action to implement the recommendations required. If the Board does not present a timely plan of action to implement the recommendations as outlined in the Performance Improvement Plan, or if the Board fails to receive the Department and WFI's approval of the Board's plan of implementation of the recommendations, or if the Board fails to implement the recommendations within a reasonable time, or if the deficiencies are not corrected within a reasonable time following the Board's implementation of the recommendations, the Department may, subject to WFI's direction, reduce or otherwise adjust the Board's funding (by disqualification from distributions of incentive monies, reallocated funds and/or State level reserve funds, or other appropriate means) and, for repeated and/or persistent failure to correct deficiencies, WFI may take additional corrective action, up to and including termination of the Board's charter.

### **Memorandum of Understanding**

Attached as Exhibit "A" is the MOU that sets forth the terms of Agreement for cooperation and consultation between the Department and the Board, with regard to the workforce program services delivered by the Department staff in the One-Stop System established within the Board's workforce region.

### **Confidentiality Agreement**

A. The Board understands that it is subject to the Florida Public Records Law, Chapter 119, Florida Statutes. However, the parties agree to share confidential customer and program information as necessary but only within the limits established by federal and state laws and regulations governing confidentiality. Both parties also agree to provide access to and share any forms that may be used in the delivery of program services in the local One-Stop System.

B. Employees of DEO, One-Stop centers, Regional Workforce Boards (RWBs) and their contractors, subcontractors, or agents, in the performance of their duties and in the course of delivering workforce program services, receive information obtained from employers, applicants, participants and reemployment assistance claimants. The information received includes, but is not limited to job and program applicant registrations, job orders, employer reports, reemployment assistance claims and related records. This information is confidential and must be safeguarded against unauthorized disclosure in accordance with 20 CFR 603 and sections 443.171(5) and 443.1715, Florida Statutes. Furthermore, welfare transition participant records are confidential and exempt from public records disclosure pursuant to 45 CFR 205.50 and section 414.295, Florida Statutes. Additionally, RWBs and One-Stop center staff work on joint projects with education agencies in implementing workforce programs administered by the Department (and may collaborate with other agencies, such as the Departments of Juvenile Justice and Corrections and the Division of Vocational Rehabilitation). In such cases, confidentiality requirements for each such program must also be followed.



Therefore, the Board, and their contractors, subcontractors, or agents, in the course of receiving and utilizing confidential workforce program information for the purpose of performing their duties shall:

1. Maintain the confidentiality of employer, employee, claimant, applicant and participant identity and all related information pursuant to state and federal law and regulations and as detailed in the Department's Policy 1.02-Confidentiality of Records and Public Records Request and Subpoenas. The Board must sign the attached "Regional Workforce Board Non-Disclosure and Confidentiality Agreement" and return it to the Department. When signed, the certification statement shall be incorporated by reference into this Agreement as Exhibit "B." In addition, employees of DEO, One-Stop centers, RWBs and their contractors, subcontractors, or agents granted access to electronic data systems must sign confidentiality access agreements required by system owners for systems access privileges.

2. Abide by all present and future Department directives and policies issued in accordance with state and federal laws pertaining to workforce program and grants, privacy requirements and data confidentiality. Official requests shall be handled in accordance with Final Guidance FG 02-033, Confidentiality of Records and Public Records Requests and Subpoenas, as well as Department policies 1.02, Confidentiality of Records and Public Records Request, and 1.06, Processing Public Records Requests, located on the DEO Intranet.

3. Abide by data security measures imposed by the Department of Children and Families, the Department or any other entities as necessary to comply with the Health Insurance Portability and Accountability Act (HIPAA).

4. Maintain the confidentiality of individual employer identifiable data. Individual employer identifiable data from the Labor Market Statistics Center (LMS) is confidential pursuant to section 443.1715, F.S., and Commissioner's Order 3-04 (USDOL). Labor market information (LMI) includes data such as labor force, employment, unemployment, unemployment rates, mass layoffs, employment and wages by industry and occupation, and employment projections. In published aggregate form, these data are not confidential. These data are collected and produced through cooperative agreements with the USDOL, Bureau of Labor Statistics, and DEO, Labor Market Statistics Center. The information is collected under a pledge of confidentiality to employers and must be treated in a manner that will ensure individual identifiable data will be accessible to only authorized persons. No information or records that would reveal the identity of any individual employer obtained from the Department should be copied or disclosed to any party other than those authorized by law. Confidential employer information may be made available only to public employees (including regional workforce board staff) in the performance of their public duties including statistical research, economic forecasting, job search and training, and implementation and administration of state law.

5. All employees of One-Stop Centers and RWBs, and their contractors, subcontractors, or agents with access to, and the ability to change or destroy confidential data, including data stored in the information systems used by workforce service providers to manage and report participant information, are required to undergo an equivalent of a Level 1

background screening as a condition of employment or contract award. Re-screening shall occur every five (5) years of consecutive employment and upon re-employment or employment in a new or different position of special trust. Contractors shall be rescreened upon assignment to a new contract, or after a new contract award period. A Level 1 background screening includes, but is not be limited to, statewide criminal history records checks through the Florida Department of Law Enforcement (FDLE), and may include local criminal records checks through local law enforcement agencies. The background screening results shall be used to determine eligibility for employment or continued employment, and approval of contractor/agent personnel performing work on behalf of the Board. All records of Level 1 background screening, including requests and screening reports are confidential and shall only be made available as authorized by law. The Board is responsible for maintaining a current list of employees and contractors/agents screened by name, last four digits of their social security number, the date the screening was completed, the date the results were reviewed and who approved the individual for employment or continuing employment, or as a contract/agent service provider. The Board is responsible for all costs incurred in obtaining Level 1 screenings and for establishing procedures for managing and facilitating the screening process.

### **State Plan and Certifications and Assurances**

A. The Board has submitted and received approval of its Two-Year Plan which outlines the Board's delivery and administration of all workforce services within its region. This plan identifies and describes certain policies, procedures and local activities that are carried out in the local area and consistent with the State Plan. The local workforce investment plan must meet the requirements of WIA section 118(b) and other requirements as specified by WFI.

B. The Board has executed and submitted the following required certifications and assurances as part of its Local Plan. These certifications and assurances are incorporated by reference and made a part of this Agreement as Exhibit "F":

1. Assurances – Non-Construction Programs (SF 424 B)
2. Debarment and Suspension Certification (29 CFR Part 98)
3. Certification Regarding Lobbying (29 CFR Part 93)
4. Drug free Workplace Certification (29 CFR Part 94)
5. Nondiscrimination & Equal Opportunity Assurance (29 CFR Part 37)
6. Certification Regarding Environmental Tobacco-Smoke
7. Association of Community Organizations for Reform Now (ACORN) Funding Restriction Assurance (Pub. L 111-117)
8. Scrutinized Companies Lists Certification (Section 287.135, F.S.)

C. On an annual basis, the Board shall sign the certification that the Two Year Plan has been updated and is current or that no changes are required. The certification also requires that the Certifications and Assurances on file with the Two Year Plan be current and that the terms and conditions have not changed. Exhibit "C."



## **Information Technology Systems**

A. The Board shall designate a Management Information Systems Director who will work with the Department and the Office of Information Security within the Department of Management Services (DMS) to ensure optimal communications between local and State networks supporting the Department's Management Information Systems (hereinafter collectively referred to as "the Workforce Systems"). In addition, the Board shall designate a Regional Security Officer who shall coordinate with the Department and with the Department of Children and Families (DCF) as required, to ensure all applicable security requirements are met and procedures are followed. The Regional Security Officer shall provide information to DCF and the Department on users that have access to the Workforce Systems and non-workforce systems such as the unemployment benefits system or its successor, and SUNTAX as often as necessary.

B. The Board will ensure that the Department staff assigned to the local One-Stop have access to electronic and written communication from the Department. The Board will maintain a secure connection to the State's resources and internal network ensuring necessary access to DEO's Intranet, People First, Financial Reports and other application/data at an acceptable bandwidth with privacy and adherence to Department security policies.

## **Risk Mitigation Strategies**

The Board shall engage in risk mitigation strategies to ensure the protection of informational assets and the promulgation of business activities. The strategies should include, but are not limited to, an organizational risk analysis, a disaster recovery plan, a continuity of operations plan, and adequate insurance coverage.

## **Provision of Employment and Job Placement Services to Individuals with Disabilities**

The Board shall designate at least one staff member in each One-Stop office to promote and develop employment opportunities for individuals with disabilities and to ensure that job counseling and placement efforts are made for such individuals.

## **Provision of Space for American Federation of State, County, and Municipal Employees of Florida (Union) Information**

A. The Board agrees to provide wall space measuring nine square feet for Union-purchased bulletin boards.

B. The Union bulletin boards shall be used only for the following notices:

1. Recreational and social affairs of the Union
2. Union meetings
3. Union elections
4. Reports of Union committees
5. Union benefit programs
6. Current Union contract
7. Training and educational opportunities

8. Decisions reached through consultation meetings, as approved by the Chief Negotiator of the Department of Management Services
  9. Notices of wage increases for covered employees.
- C. Materials posted on these bulletin boards shall not contain anything which violates or has the effect of violating any law, rule or regulation.
- D. Postings must be dated and bear the signature of an authorized Union representative.

### **Response to Customer Service Complaints**

The Department will forward any customer complaints about the workforce system received directly or forwarded from the Governor's or legislative offices, to the appropriate regional board for review. Regional board staff will investigate the complaint in a timely manner, take whatever action they believe is appropriate, and report the action in writing to the Department so that the complaint can be closed.

### **Attachments:**

The following Exhibits are incorporated by reference into this Agreement:

- Exhibit "A" – Memorandum of Understanding (MOU)
- Exhibit "B" – Regional Workforce Board Data Sharing Agreement—Non-Disclosure and Confidentiality Agreement—between DEO and RWB (requires signature of RWB Designee and date) and Exhibit "B-1" – (Sample) Individual Non-Disclosure and Confidentiality Certification Form
- Exhibit "C" -Annual Certification
- Exhibit "D"- Audit Requirements
- Exhibit "E" –Administrative Procedures and Process Certification (Annual)
- Exhibit "F"- Certifications and Assurances

### **Agreement Terms**

A. Order of Precedence. If there is any conflict between the provisions set forth in this Agreement (as such may be modified from time to time by the Department, as directed by WFI, upon written notice to the Board), and the other standards set forth in the MOU, the plans and other agreements and federal and state law, it will be resolved in the following order of priority: (i) federal and state law; (ii) this Agreement; (iii) the plans and other agreements; and (iv) the MOU.

B. Modifications. Except with respect to the permitted unilateral modification of the Performance Standards by the Department, as directed by WFI, and as set forth in this Agreement, any modification to this Agreement shall be by written consent of the parties.

C. Contingency Statement. This Agreement is subject to the appropriation of funds by the Florida Legislature. Therefore, the State of Florida's performance and obligation to pay under this Agreement is contingent upon an annual appropriation by the Legislature

D. Governing Law. This Agreement shall be construed in accordance with and governed for all purposes by the law of the State of Florida applicable to contracts executed and to be wholly performed within such state.

E. Severability. If any term or provision of this Agreement is determined by a court of competent jurisdiction to be unenforceable, the term or provision will be stricken, and the remainder of the Agreement will remain in full force and effect.

F. Notices. When either of the parties desire to give notice to the other, such notice must be in writing, sent by U.S. Mail, postage prepaid, addressed to the party for whom it is intended at the place last specified or other delivery service with proof of delivery (i.e. by email, facsimile or overnight mail). The place for giving notice shall remain such until it is changed by written notice in compliance with the provision of this paragraph.

To the Board: (Insert Contact Here)

To the Department:

Thomas Clendenning, Director, Division of Workforce Services  
Department of Economic Opportunity  
107 East Madison Street  
Tallahassee, Fl. 32399-4120

In the event that different representatives are designated by any party after the execution of this Agreement, notice of the name, address, zip code, and telephone number of the newest representative will be rendered in writing to all of the parties and said notification attached to copies of this Agreement.

G. Warranty of Ability to Perform. The Board warrants that, to the best of its knowledge, there is no pending or threatened action, proceeding, litigation or investigation, or any other legal or financial condition, that would in any way prohibit, restrain, or diminish the Board's ability to perform under this Agreement. The Board shall immediately notify the Department in writing if its ability to perform is compromised in any manner or if it is involved in any litigation during the term of the Agreement.

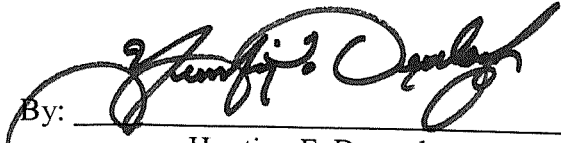
H. Florida Certified Minority Business Enterprise Utilization Reporting.


The Board shall submit to the Department on a quarterly basis a report listing all expenditures with Florida Certified Minority Business Enterprises.

IN WITNESS WHEREOF, the parties have executed this Agreement to be effective as of the day and year first above written.

Department of Economic Opportunity

Regional Workforce Board

By:   
Hunting F. Deutsch  
Executive Director  
Department of Economic Opportunity

By\*:   
Name \_\_\_\_\_  
Title \_\_\_\_\_

Date: 9-11-12

Date: 9-18-12

\*The signatory should either be the Regional Workforce Board's Chairperson or the Executive Director if such authority has been delegated by the Board.

## **EXHIBIT "A"**

### **MEMORANDUM OF UNDERSTANDING BETWEEN WORKFORCE PLUS AND THE DEPARTMENT OF ECONOMIC OPPORTUNITY**

#### **FOR THE DELIVERY OF WAGNER-PEYSER FUNDED EMPLOYMENT SERVICES AND OTHER WORKFORCE PROGRAM SERVICES PROVIDED BY THE DEPARTMENT**

The following Memorandum of Understanding (Agreement or MOU) sets forth the terms of agreement for cooperation and consultation between the Department of Economic Opportunity (Department or DEO), and WORKFORCE PLUS (Board), with regard to the workforce program services delivered by Department staff in the One-Stop System established within Workforce Region 5.

#### **I. Applicable Workforce Programs**

This Agreement covers the delivery of the following Department program services, hereinafter collectively referred to as "Department program services":

- Employment services funded under the Wagner-Peyser Act of 1933, as amended, including services to reemployment assistance claimants, veterans and migrant and seasonal farm workers.
- Workforce activities authorized under Title 38 U.S.C., Chapter 41, including dedicated job counseling, training, and placement for veterans.
- Trade Adjustment Assistance Program (TAA)
- Other workforce program services that may be directly provided by the Department.

#### **II. Governing Law**

The Workforce Investment Act (WIA) of 1998 and Chapter 445, Florida Statutes, are the principal laws that govern the Board and the Department relative to the delivery of Department services within the One-Stop system established by the Board. The Department and the Board shall also comply with the applicable federal and state laws and rules including relevant provisions of the Code of Federal Regulations and Office of Management and Budget (OMB) Circulars that govern each of the above referenced Department program services.

#### **III. Purpose of MOU**

It is the purpose of this Agreement to establish an organizational framework to integrate the delivery of Department program services into the One-Stop delivery system established by the Board. The Agreement satisfies the requirements contained in the Workforce Investment Act of 1998 for a MOU between the Department and the Board and the requirements contained in Chapter 445, Florida Statutes for the delivery of these services within the locally managed One-

Stop delivery system. The MOU defines the partnership between the Department and the Board to provide Department program services in a coordinated, seamless and customer friendly manner within the locally established One-Stop delivery system. The relationship between the Board and the Department is also defined by the performance agreement executed between the Department and the Board.

#### **IV. Duration of Agreement**

This MOU shall be in effect for the duration that the Board continues to provide the services under the Grantee - Subgrantee Agreement.

#### **V. Description of the One-Stop System**

The WIA regulations at 20 CFR 652.216 state: "The One-Stop system delivery envisions a partnership in which Wagner-Peyser Act labor exchange services are coordinated with other activities provided by other partners in a One-Stop setting. As part of the local Memorandum of Understanding, the State agency, as a One-Stop partner may agree to have staff receive guidance from the One-Stop operator regarding the provision of labor-exchange services. Personnel matters, including compensation, personnel actions, terms and conditions of employment, performance appraisals, and accountability of merit-staff employees funded under the Act, remain under the authority of the State agency. The guidance given to employees must be consistent with the provisions of the Act, the local MOU, and applicable collective bargaining agreements."

Subsection 445.009 (3)(b), Florida Statutes states: "Employment services must be provided through the one-stop delivery system, under the guidance of one-stop delivery system operators. One-stop delivery system operators shall have overall authority for directing the staff of the workforce system. Personnel matters shall remain under the ultimate authority of the Department. However, the one-stop delivery system operator shall submit to the Department, information concerning the job performance of employees of the Department who deliver employment services. The Department shall consider any such information submitted by the one-stop delivery system operator in conducting performance appraisals of the employees."

A staffing structure chart that describes the site location and identifies the designated operator or managing partner for each One-Stop system/center established by the Board is attached to this MOU. The chart will identify the position classification and program assignment for Department staff assigned to each One-Stop system/center. Changes made to the designated operator or managing partner and changes made to the program assignment of staff shall be reflected on revised charts and submitted as a notice of change to the MOU by the party making the change to the other party.

All Department workforce program services will be integrated at these locations and delivered under the functional direction and management of the designated operator or managing partner of the One-Stop system/center where Department program staff is assigned. Although the One-Stop system operator or managing partner shall have overall authority for directing Department

staff assigned to local One-Stop centers, personnel matters, such as hiring and discipline, shall remain under the ultimate authority of the Department.

## **VI. Statement of Work**

The Department shall retain fiscal responsibility and accountability for the administration of the funds allocated to it under the Wagner-Peyser Act and any other applicable federal and state laws for the workforce program services directly delivered by the Department. Each party to this agreement shall fulfill its responsibilities under the MOU in accordance with the provisions of laws and regulations that govern their respective activities. Nothing in this MOU is intended to negate or otherwise render ineffective any such provision or mandated operating procedure.

Department staff assigned to local one-stop centers shall follow the following procedures established by the One-Stop operator for referral of customers to other One-Stop partners.

DEO staff assigned to the local One-Stop centers shall deliver the Department program services listed in Section I of this Agreement. The delivery of these services shall be done in compliance with all applicable federal and state laws, including all required equal opportunity and non-discrimination laws. The Department shall be responsible for funding, directing, controlling, and delivering the workforce services provided by the DEO staff consistent with Federal guidelines and consistent with the direction provided by the Board. The day-to-day management of these services and DEO staff will be done under the supervision of the One-Stop operator or managing partner within the overall direction and guidance provided by the Department and as described in this Agreement. Any identified or perceived conflict in the direction provided to Department staff assigned to deliver these workforce services will be referred by the Board to the designated Department representative for resolution.

### **A. Workforce Investment Act/Wagner-Peyser**

The Board and the Department agree to jointly plan for the use of resources available to each partner to ensure a coordinated and efficient approach to the delivery of customer services. The Department will notify the Board of the amount of anticipated revenue allocated to the workforce region for each program administered by the Board to use for planning purposes. The Department shall ensure that it meets the requirement in section 445.009, Florida Statutes that at least 90 percent of the Wagner-Peyser funding go to fund direct customer services. Both parties agree to share resources in supporting those core, intensive, and training related services common to each of the programs administered by each party according to an approved cost allocation plan. The approved cost allocation plan is incorporated by reference into this MOU.

The Department will support the Board in providing the following common core and intensive One-Stop services.

#### **CORE SERVICES:**

- Eligibility determination for Department program services

- Outreach, initial customer intake, and orientation to the information and other services available through the one-stop delivery system
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs
- Job search and placement assistance, and where appropriate, career counseling
- Provision of Labor Market Information, including job vacancy listings in labor market areas, information on job skills necessary to obtain these jobs, and information relating to local occupations in demand and the earnings and skill requirements for such occupations
- Provision of information regarding the availability of supportive services available in the local area, and referral of such services, as appropriate
- Provision of information regarding performance and costs for eligible training providers
- Provision of information regarding how the local area is performing on the local performance measures
- Provision of information regarding filing of claims for reemployment assistance
- Provision of providing reemployment services.
- Unassisted access to job placement resources
- Referral to other appropriate workforce services
- Other core services as determined by the Board and allowable as an eligible activity under Department program services

**INTENSIVE SERVICES (included but not limited to):**

- Comprehensive and specialized assessments of customers' needs
- Development of an individual employment plan and service strategy to meet identified customer needs
- Group and specialized customer counseling
- Career planning
- Staff assisted job placement
- Referral to other appropriate workforce services
- Other intensive services as determined by the Board and allowable as an eligible activity under Department program services

**TRAINING SERVICES:**

- Referral to training services as appropriate

**B. Trade Adjustment Assistance Act**

When warranted because of trade-affected dislocations, Department staff will be assigned to the local One-Stop Center to determine the eligibility of trade-affected workers clients who are eligible for Trade Adjustment Assistance (TAA) benefits and services.



These staff, as well as other merit staff who provide case management for eligible TAA clients will ensure that eligible trade-affected workers receive all appropriate TAA benefits and services, consistent with federal and state requirements.

## **VII. Staffing**

The Board has the authority to provide day-to-day supervision and direction to DEO merit staff employees and Other Personal Services employees as it relates to the operation of the One-Stop centers. Subsection 445.009(3)(b), Florida Statutes, limits the Department's right to delegate personnel management to the Board and requires that the ultimate authority remains with the Department. The Department can and will accept recommendations from the Board on all personnel matters with respect to the Department employees they supervise. Final action resulting from such recommendations will remain with the Department. The Board and the Department shall determine how the Board will provide recommendations to the Department regarding personnel matters with respect to Department employees and those procedures shall be incorporated by reference into this MOU.

The Board and the Department shall jointly complete a staffing structure chart that describes the Department staff structure within the Board's One-Stop delivery system. The staff chart shall be retained as the official organizational chart by the Department's Human Resources Management.

The One-Stop operator or managing partner shall designate a One-Stop site manager who shall be responsible for supervising the day-to-day operations for each local One-Stop center. Department staff shall follow the day-to-day guidance provided by the One-Stop site manager to ensure coordination and integration of Department program services with the operation of the local One-Stop center. The One-Stop site manager may designate other staff to assist and provide direction in the management of the center. Such designations must be clearly defined and communicated to prevent any confusion for Department staff. Department employees continue to be subject to the Department's leave and time distribution policies and procedures but shall notify and obtain concurrence from the designated One-Stop site manager regarding absences to ensure that leave is coordinated with other site partners and does not interfere with the on-going operation of the One-Stop center. Any disputes regarding leave requests by a Department employee shall be resolved by the Department's representative, as described in the following paragraph.

The Department shall designate a primary Department representative to resolve any personnel issues and disputes and be the signatory official for all personnel actions relative to Department staff assigned to the Board's local One-Stop centers. The designated Department representative will accept recommendations from the Board when determining the number and classification of assigned Department staff positions. The designated Department representative shall accept input and recommendations from the designated One-Stop site manager regarding personnel matters such as recruitment and selection of staff, assignment of staff, disciplinary and termination actions, performance evaluations, and other similar type personnel actions. Although recommendations provided by the One-Stop Site Manager shall be accepted by the Department when taking personnel actions, the ultimate decision for any personnel action

remains with the Department. The Department shall follow Chapters 110 and 112, Florida Statutes, Chapter 60L of the Florida Administrative Code, and as applicable, the Master Contract between the State of Florida and Public Employees Council 79 of the American Federation of State, County and Municipal Employees Union, AFL-CIO when conducting any personnel action.

Under the direction of the Board, the recruitment and selection of Department staff assigned to a local One-Stop center shall be coordinated with the local One-Stop Operator's or managing partner's regular recruitment and selection process. The Department shall notify the Board and the local One-Stop operator or managing partner of its staff needs including any hiring deadlines dictated by contractual and grant obligations. The Department shall solicit recommendations from the One-Stop operator or managing partner regarding staffing requirements, essential job functions, and relevant selection criteria. The Department shall ensure that the recruitment and selection process complies with Chapter 110, Florida Statutes, and Chapter 60K of the Florida Administrative Code, and that Department staff recruited and placed Other Personal Services (OPS) employment are hired consistent with Chapter 60L of the Florida Administrative Code.

State merit staff employees who have been offered or who are occupying a position that has been designated as special trust are required to have a Level 2 background screening conducted before an offer of employment is made or disciplinary action is taken as a result of background screening. Background screening shall be conducted in accordance with DEO Policy 1.08 Position of Special Trust. Re-screening shall occur every five years of consecutive employment and upon re-employment or employment in a new or different position of special trust. The five-year re-screening date is calculated from the initial screening date.

#### **VIII. Communications**

Both the Board and the Department agree to fully cooperate and communicate in their mutual efforts to implement the provisions of the Agreement and to ensure a seamless delivery of workforce services. Both parties agree to facilitate and maintain collaboration, cooperation and on-going communications between staff of the Department and the Board and its designated One-Stop operator or managing partner. The Board will ensure that all correspondence and mail relating to the Department's programs is expeditiously distributed. Local Department staff will coordinate with and use any correspondence and mail distribution system established by the Board's One-Stop operator or managing partner. The Department will coordinate with the Board and its One-Stop operator or managing partner before distributing any locally developed material and agrees to coordinate and use any marketing and communication design specifications developed by the Board.

#### **IX. Leasing**

The Board is responsible for managing real property and leases for all space utilized in the One-Stop delivery system. The Board and its designated One-Stop operator(s) or managing partner(s) shall be responsible for all activities involved with securing space for local One-Stop centers, insuring payment to lessors and cost allocating rent charges and otherwise managing leases. The

Department will provide administrative consultation, support and assistance as requested by the Board.

#### **X. Travel**

Department employees shall comply with the travel guidelines contained in Chapter 112, Florida Statutes. Department employees assigned to a local One-Stop Center shall confer with the One-Stop site manager to coordinate and obtain appropriate authorization for travel on behalf of the RWB that the RWB will fund or reimburse in connection with the employees' assigned duties. For travel of any Department employee assigned to a local One-Stop Center that DEO will directly pay for or reimburse, the employee must obtain advance authorization from the Department. A Department representative will be designated to address questions and to help resolve disputes regarding travel by Department staff assigned to the local One-Stop delivery system.

#### **XI. Impasse Resolution**

In the event that an impasse should arise between the Department and the Board's designated One-Stop operator(s) or managing partner(s), either party may request an informal hearing with the Chair of the Board. If either party is not satisfied with the outcome of the hearing, a request may be made to have the matter referred to the full Board of Directors. An impasse situation between the Board and the Department regarding the terms and conditions of this Agreement shall be referred to the President of Workforce Florida, Inc. (WFI) for mediation. The President of WFI shall meet with the Director of the Department, or a representative of the Department designated by the Director, and the Chair of the Board, or a representative of the Board designated by the Chair, to mediate the impasse. The President of WFI shall refer the issue to the Executive Committee of WFI for a final resolution if the attempt to mediate a resolution is unsuccessful.

## EXHIBIT "B"

### REGIONAL WORKFORCE BOARD

#### Data Sharing Agreement

#### (Non-Disclosure and Confidentiality Agreement)

#### **I. Parties to the Agreement:**

The Department of Economic Opportunity (Department or DEO) and Regional Workforce Board 5 (Board).

#### **II. Terms and Conditions of Agreement:**

A. The parties to this Agreement recognize that the full participation of the Department as a partner is critical to the success of the One-Stop effort, and, collaterally, the sharing of data between all partners is contemplated in the Workforce Investment Act (WIA). Thus, the Department hereby agrees to make available to the boards and/or their agents, for the limited purpose of performing their public duties, workforce program information that includes, but is not limited to, data which is maintained in the State's Management Information Systems, including the Unemployment Benefits System or its successor, CONNECT, and the System for Unified Taxation (SUNTAX) in supporting the unemployment program, and any replacement systems providing the same workforce and unemployment data.

B. Regional security officers for the various workforce programs systems shall be appointed by the Board. It is not required that these individuals be Department employees. Regional Security Officers, at a minimum, shall be responsible for the following:

1. Ensuring required background screenings are completed for all staff with access to confidential records.
2. Managing user accounts within information systems.
3. Managing an effective security training program to ensure staff receives initial security training, annual security refresher training and ongoing security awareness.
4. Conducting semi-annual information systems access reviews and providing results to the DEO Internal Security Unit (ISU) at [Internal.Security@deo.myflorida.com](mailto:Internal.Security@deo.myflorida.com). The ISU will provide guidance and direction in conducting the review.
5. Maintaining DEO Security Agreement Forms and confidentiality agreements for all users and providing copies to DEO upon request.
6. Implementing and maintaining the information technology polices, protocols, standards, and procedures required by the Board to comply with DEO Policy 5.50, Information Technology Roles and Responsibilities Policy.

C. The Boards will ensure that security officers, staff, Department employees, participating partners as defined in 20 CFR Part 662, contractors, subcontractors, and any subsequent subcontractors and their employees or agents granted access to confidential data agree to maintain the confidentiality of employer, employee, claimant and participant identity and all related information pursuant to State and Federal regulations unless such information has been exempted from non-disclosure for business purposes in accordance with State or Federal law or a

lawful and proper authorization has been obtained from the employer, employee, claimant or participant. Proper authorization and disclosure shall include requirements and limitations established by law specified in 20 CFR 603 and section 443.1715(1) F.S. The Board must be aware and make employees and contractors aware that information related to the receipt of reemployment benefits or public assistance, including all personally identifying information is protected by law. The Executive Director of each Board must sign this "Non-Disclosure and Confidentiality Certification" statement and return the agreement to DEO, Office of One-Stop and Program Support. In addition, employees of DEO, One-Stop centers, RWBs and their contractors, subcontractors, or agents granted access to electronic data systems used in the delivery of One-Stop services must sign confidentiality access agreements required for systems access privileges.

D. The Board will ensure that security officers, staff, participating partners, contractors, subcontractors, and any subsequent subcontractors and their employees or agents are sufficiently trained relative to non-disclosure and confidentiality regarding applicable workforce programs and that information can only be accessed and utilized according to federal/state laws to conduct official public business. The Board will assign to the workforce systems only Board and Department staff, contractor, subcontractor and subsequent subcontractor employees or agents who have been properly trained and understand and acknowledge confidentiality requirements.

E. The Board will require security officers, staff, contractors, subcontractors, and any subsequent subcontractors and their employees or agents who have access to confidential information, to sign and comply with an "Individual Non-Disclosure and Confidentiality Certification Form," attached, and any system access security agreements required for system access privileges. The Board shall maintain these certifications/agreements on file subject to inspection by the Department or its designated representatives. The Board is responsible for ensuring that the Department is notified when employees who are terminated or are no longer in need of system access to enable the Department to terminate the access and thereby protect the security of the systems and the data. At a minimum, email termination notices should be sent to the Department's Internal Security Unit at [Internal.Security@deo.myflorida.com](mailto:Internal.Security@deo.myflorida.com) and identifies the name of the individuals terminated, dates of termination, and what systems the individuals had access to. Other actions may be required (e.g. completion of access termination forms) as determined by the Department. The Security Officer should maintain a current list of all users and make the list available to the Department or its designated representatives.

F. The Board will advise security officers, staff, contractors, subcontractors, and any subsequent subcontractors and their employees or agents they are not to make copies of confidential documents or to access, allow access to, and/or use any confidential information for personal intent or any purpose other than in performance of their official public duties according to federal and state laws.

G. The Board shall permit the DEO to make on-site inspections of records relevant to this Agreement to ensure that the requirement of state and federal law and regulation are being met. Such inspection may take place with or without notice during normal business hours. The Board shall maintain a system sufficient to permit any audit by the DEO or its agents of its compliance

with this Agreement and with the requirements of Section 443.1715(1), F.S., and 20 CFR Part 603. Logs relevant to such audits activities shall be retained for a minimum of one year.

**III. Exchange of Information between the Parties:**

All information necessary to execute the terms of this Agreement will be exchanged between the parties to this Agreement.

**IV. Confidentiality and Public Access:**

A. All documents, papers, computer files and other electronic media such as magnetic tapes, discs, thumb drives, laptops, and letters or other materials made, copied or received in conjunction with this Agreement are subject to the applicable legal requirements for maintaining confidentiality in conformance with Federal, State, and local laws.

B. Public access to these records shall be in accordance with Chapter 119 of the Florida Statutes and all other applicable laws or regulations.

C. The Board, Board staff, Department employees, contractors, subcontractors and their employees or agents may obtain access to information that is otherwise confidential after receiving training and executing the required confidentiality agreements. However, that access does not alter the confidential nature of the information. It is incumbent upon the Board, Board staff, Department staff, contractors, subcontractors, subsequent subcontractors and their employees or agents to maintain confidentiality requirements. Any requests for release of information covered under this Agreement by parties other than those specified in this agreement shall be processed according to the Board's records management procedures and follow the guidance set forth in the Confidentiality of Records and Public Records Request and Subpoenas DEO FG 02-033, as well as Department Policies 1.02, Confidentiality of Records and Public Records Request, and 1.06, Processing Public Records Requests located on the DEO Intranet.

**V. Indemnity:**

The Board is an independent contractor and shall carry out, exercise and execute its duties under this agreement as an independent contractor. In discharging said duties and responsibilities, the Board shall exercise due and responsible care and shall comply with all assurances contained herein. To the extent allowed by law, the Board agrees to defend, indemnify, and hold the Department, its officers, agents, and employees harmless and blameless from liability of any kind whatsoever, including costs, reasonable attorney's fees, and expenses which arise out of, or are the result of the Board's negligent performance or negligent non-performance of this Agreement.

**VI. Termination of the Agreement:**

A. This Agreement may be terminated upon failure of either party to abide by the terms of the Agreement or for the convenience of the parties, within thirty days of written notice by either party. The Department reserves the right to cancel immediately should funds become unavailable



to continue the Agreement. The availability of funds shall be solely determined by the Department.

B. If the Department, in its sole discretion, determines that the Board has failed to comply with any provision of this Agreement, the Department may immediately terminate or suspend the Department's participation in the Agreement until the Department is satisfied that corrective action has been taken. If the Department suspends the Department's participation in the Agreement for corrective action, and the Department, in its sole discretion, determines that prompt and satisfactory corrective action has not occurred, it may terminate the Board's participation in the Agreement.


C. If this Agreement is terminated pursuant to this section, the Department and/or WFI will take appropriate action to ensure that workforce services are not interrupted. Termination of this Agreement may impact the Board's ability to perform under the Grantee-Subgrantee Agreement, and may result in further action being taken by the Department or WFI.

**VII. Effective Dates of Agreement:**

This Agreement will be in effect upon the last date of the signature of all parties.

**SIGNATURE**

Regional Workforce Board:  
Workforce Plus

By\*:  \_\_\_\_\_  
Name  
Title

Date: 9/18/2012

\*The signatory should either be the Regional Workforce Board's Chairperson or the Executive Director if such authority has been authorized by the Board

## EXHIBIT "B-1"

### Individual Non-Disclosure and Confidentiality Certification Form

I understand that I will or may be exposed to certain confidential information, including but not limited to, personal identifying information of individuals who receive public assistance, employment and unemployment insurance records maintained by the Department of Economic Opportunity (Department or DEO) made available to my employer, for the limited purpose of performing its official public duties pursuant to a Contract for Services and Non-Disclosure and Confidentiality Certification agreement.

These confidential records may include the name (or other personally identifiable information), social security numbers, wage, unemployment and employment data and public assistance information which are protected under federal and state law. Such information is confidential and may not be disclosed to others. In order to perform my public duties associated with the program requirements set forth under contract or agreement, I understand that I may be granted access to confidential data managed and controlled by entities that are not party to this agreement. Prior to receiving access to such systems, I acknowledge and agree to abide by the following standards:

1. I will comply with all security requirements imposed as a condition of use for any system(s) to which I may be granted access.
2. I will use access to the systems only for purposes authorized by law to secure information to conduct official program business consistent with my official public duties.
3. I will not disclose my user identification, password, or other information needed to access the systems to any party nor shall I give any other individual access to information secured.
4. If I become aware that any unauthorized individual has or may have obtained access to my user identification, password, or other information needed to access systems to which I have been granted access, I will immediately notify the Board's Regional Security Officer.
5. I will store any disclosed confidential information in a place physically secure from access by unauthorized persons.
6. I will store and process disclosed information maintained in electronic format, such as magnetic tapes or discs, in such a way that unauthorized persons cannot obtain the information by any means.
7. I will undertake precautions to ensure that only authorized personnel are given access to disclosed information stored in computer systems.
8. I will not share with anyone any other information regarding access to the systems unless I am specifically authorized by the Department.
9. I will not access or request access to any social security numbers, personal information, wage, employer, unemployment or employment data unless such access is necessary for the performance of my official duties.

10. I will not disclose any individual data to any parties who are not authorized to receive such data except in the form of reports containing only aggregate statistical information compiled in such a manner that it cannot be used to identify the individual(s) or employers involved.
11. I will retain the confidential data only for that period of time necessary to perform my public duties. Thereafter, I will either arrange for the retention of such information consistent with federal or state record retention requirements or destroy such data, and any copies made, after the purpose for which the information is disclosed is served in such a way to prevent the information from being reconstructed, copied, or used by any means.
12. I certify or affirm I have received training on the confidential nature of the data to which I am being granted access to, the safeguards required for access privileges, and the penalties involved for any violations or have received written standards and instructions in the handling of confidential data from my employer or the Department. I will comply with all confidentiality safeguards contained in such training, written standards, or instructions, including but not limited to, the following: a) protecting the confidentiality of my user identification and password; b) securing computer equipment, disks, and offices in which confidential data may be kept; and c) following procedures for the timely destruction or deletion of confidential data.
13. I understand that if I violate any of the confidentiality provisions set forth in the written standards, training, and/or instructions I have received, my user privileges may be immediately suspended or terminated. I also understand that applicable state and/or federal law may provide that any individual who discloses confidential information in violation of any provision of that section may be subject to criminal prosecution and if found guilty could be fined, be subject to imprisonment and dismissal from employment. I have been instructed that if I should violate the provisions of the law, I may receive one or more of these penalties.

Should I have any questions concerning the handling or disclosure of confidential information, I shall immediately ask my supervisor, security officer, or One-Stop Operator for guidance and comply with their instructions.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Employee Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Work Telephone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

EXHIBIT "C"

ANNUAL CERTIFICATION OF REGIONAL WORKFORCE BOARD

Ms. Barb Edwards, \_\_\_\_\_ Chair and Ms. Kimberly A. Moore, \_\_\_\_\_

Executive Director, on behalf of the Workforce Plus, Regional Workforce Board, Region # 5, certify that the Board's Local Plan on file with Workforce Florida, Inc is current. Additionally, all certifications and assurances on file with the Plan are current. This certification is incorporated and made a part of the Grantee - Subgrantee Agreement which the Board has executed and agreed to on [Insert Date] \_\_\_\_\_.

By\*: [Signature]  
Ms. Barb Edwards  
Board Chair

By: [Signature]  
Ms. Kimberly A. Moore  
Executive Director

State of FLORIDA

County of [Insert County] Leon

The foregoing instrument was acknowledged before me this 18<sup>th</sup> day of September, 2012 by Barb Edwards and Kimberly Moore.

[NOTARY SEAL]

[Signature]



Personally Known OR Produced Identification \_\_\_\_\_

Type of Identification Produced: \_\_\_\_\_

## **EXHIBIT “D”**

### **AUDIT REQUIREMENTS**

The administration of resources awarded by the Department of Economic Opportunity (DEO) to the recipient may be subject to audits and/or monitoring by the DEO as described in this Exhibit.

#### **MONITORING**

In addition to reviews of audits conducted in accordance with Office of Management and Budget (OMB) Circular A-133 and Section 215.97, Florida Statutes, as revised (see “AUDITS” below), the DEO may conduct or arrange for monitoring of activities of the recipient. Such monitoring activities may include on-site visits by the DEO staff or contracted consultants. By entering into this Agreement, the recipient agrees to comply and cooperate with any monitoring procedures/processes deemed appropriate by the DEO. The recipient further agrees to comply and cooperate with any inspections, reviews, investigations, or audits deemed necessary by the Florida Department of Financial Services or the Florida Auditor General.

#### **AUDITS**

Workforce Florida, Inc. (WFI) and DEO have established special guidelines concerning audit quality as guidance for Regional Workforce Boards (RWBs). This guidance is specified in the Final Guidance FG 05-019, Audit and Audit Resolution Responsibilities. The link to the guidance is:

[http://www.floridajobs.org/PDG/guidance papers/019AuditAndAuditResolRev081805\\_\\_071307.pdf](http://www.floridajobs.org/PDG/guidance%20papers/019AuditAndAuditResolRev081805__071307.pdf).

#### **PART I: FEDERALLY FUNDED**

1. This part is applicable if the recipient is a State or local government or a non-profit organization as defined in OMB Circular A-133, as revised.
2. In the event that the recipient expends \$500,000 or more in Federal awards in its fiscal year, the recipient must have a single or program-specific audit conducted in accordance with the provisions of the Federal Single Audit Act of 1996 and OMB Circular A-133, as revised. In determining the Federal awards expended in its fiscal year, the recipient shall consider all sources of Federal awards, including Federal resources received from the DEO. The determination of amounts of Federal awards expended should be in accordance with the guidelines established by OMB Circular A-133, as revised. An audit of the recipient conducted by the Auditor General in accordance with the provisions of OMB Circular A-133, as revised, will meet the requirements of this part.
3. In connection with the audit requirements addressed in Part I, paragraph 1, the recipient shall fulfill the requirements relative to auditee responsibilities as provided in Subpart C of OMB Circular A-133, as revised. This includes, but is not limited to, preparation of financial statements, a schedule of expenditure of Federal awards, a summary schedule of prior audit findings, and a corrective action plan.

4. Such audits shall cover the entire recipient organization for the organization's fiscal year. Compliance findings related to contracts with the DEO shall be based on the contract requirements, including any rules, regulations, or statutes referenced in the contract. The financial statements shall disclose whether or not the matching requirement was met for each applicable contract. All questioned costs and liabilities due to the DEO shall be fully disclosed in the audit report with reference to the DEO contract involved. Additionally, the results from DEO's annual financial monitoring reports must be included in the audit procedures and the OMB A-133 audit reports.

5. If not otherwise disclosed as required by Section 310(b)(2) of OMB Circular A-133, as revised, the schedule of expenditures of Federal awards shall identify expenditures by contract number for each contract with the DEO contract or grant in effect during the audit period.

6. If the recipient expends less than \$500,000 in Federal awards in its fiscal year, an audit conducted in accordance with the provisions of OMB Circular A-133, as revised, is not required. In the event that the recipient expends less than \$500,000 in Federal awards in its fiscal year and elects to have an audit conducted in accordance with the provisions of OMB Circular A-133, as revised, the cost of the audit must be paid from non-Federal resources (i.e., the cost of such an audit must be paid from recipient resources obtained from other than Federal entities).

7. Although OMB Circular A-133 exempts commercial (for-profit) organizations from single audit requirements, the pass-through entity has an obligation to ensure that for-profit subrecipients that expend more than \$500,000 or more in Federal awards must comply with Federal awards guidelines. Additionally, for-profit entities may be subject to certain specific audit requirements of individual Federal grantor agencies. For example, according to 20 Code of Federal Regulations (CFR) Part 667.200 (b)(2)(ii) of the Federal Regulations for WIA, Commercial organizations which are subrecipients under Workforce Investment Act (WIA) Title I that meet the expenditure threshold must have either an organization-wide audit conducted in accordance with A-133 or a program specific financial and compliance audit. In addition, Federal funding provided by the U.S. Department of Health and Human Services requires compliance with Circular A-133 or a financial related audit in accordance with government auditing standards if the organization meets the expenditure threshold. See 45 CFR, Part 74.26 for further details.

A web site that provides links to several Federal Single Audit Act resources can be found at: <http://harvester.census.gov/sac/sainfo.html>

## **PART II: STATE FUNDED**

1. This part is applicable if the recipient is a non-state entity as defined by Section 215.97, F.S. (the Florida Single Audit Act).

2. In the event that the recipient expends a total amount of state financial assistance equal to or in excess of \$500,000 in any fiscal year of such recipient, the recipient must have a State single or project-specific audit for such fiscal year in accordance with Section 215.97, Florida



Statutes (F.S.); applicable rules of the Department of Financial Services; and Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General. In determining the state financial assistance expended in its fiscal year, the recipient shall consider all sources of state financial assistance, including state financial assistance received from the DEO, other state agencies, and other non-state entities. State financial assistance does not include Federal direct or pass-through awards and resources received by a non-state entity for Federal program matching requirements.

3. In connection with the audit requirements addressed in Part II, paragraph 1, the recipient shall ensure that the audit complies with the requirements of Section 215.97(7), F.S. This includes submission of a financial reporting package as defined by Section 215.97(2)( e), F.S., and Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General.

4. In accordance with the Final Guidance FG 05-019, auditors are required to test the RWB's monthly reconciliation of its financial records to the expenditures reported by the auditee in the One Stop Management Information System (OSMIS) maintained by DEO. The Auditors' test results should be reported according to Final Guidance FG 05-019.

5. If the recipient expends less than \$500,000 in state financial assistance in its fiscal year, an audit conducted in accordance with the provisions of Section 215.97, F.S., is not required. In the event that the recipient expends less than \$500,000 in state financial assistance in its fiscal year and elects to have an audit conducted in accordance with the provisions of Section 215.97, F.S., the cost of the audit must be paid from the non-state entity's resources (i.e., the cost of such an audit must be paid from the recipient's resources obtained from other than State entities).

Additional information regarding the Florida Single Audit Act can be found at: <https://apps.fldfs.com/fsaa/>

### **PART III: REPORT SUBMISSION**

1. Copies of reporting packages, to include any management letter issued by the auditor, for audits conducted in accordance with OMB Circular A-133, as revised, and required by PART I of this exhibit Agreement shall be submitted by or on behalf of the recipient directly to each of the following at the address indicated:

- A. Department of Economic Opportunity  
Inspector General  
MSC #130, Caldwell Building  
107 East Madison St.  
Tallahassee, FL 32399-6545

The copy submitted to the Inspector General should be a hard copy.

Department of Economic Opportunity  
Financial Monitoring Accountability (FMA)

The copy should be submitted to the FMA section should be sent via email to: FMA-RWB@deo.myflorida.com.

B. Workforce Florida, Inc  
Finance and Administration Council Chairperson  
1580 Waldo Palmer Lane, Suite 1  
Tallahassee, FL 32308

The copy submitted to Workforce Florida should be a hard copy.

C. The Federal Audit Clearinghouse designated in OMB Circular A-133, as revised (the number of copies required by Sections .320 (d)(1) and (2), OMB Circular A-133, as revised) should be submitted to the Federal Audit Clearinghouse:

Federal Audit Clearinghouse  
Bureau of the Census  
1201 East 10<sup>th</sup> Street  
Jeffersonville, IN 47132

D. Other Federal agencies and pass-through entities in accordance with Sections .320 (e) and (f), OMB Circular A-133, as revised.

2. Copies of audit reports for audits conducted in accordance with OMB Circular A-133, as revised, and required by Part I (in correspondence accompanying the audit report, indicate the date that the Contractor received the audit report); copies of the reporting package described in Section .320(d), OMB Circular A-133, as revised, and any management letters issued by the auditor; copies of reports required by Part II of this Exhibit must be sent to the DEO at the addresses listed in paragraph three (3) below.

3. Copies of financial reporting packages required by Part II, including any management letters issued by the auditor, shall be submitted by or on behalf of the recipient directly to each of the following:

A. Department of Economic Opportunity  
Inspector General  
MSC #130, Caldwell Building  
107 East Madison St.  
Tallahassee, FL 32399-6545

The copy submitted to the Inspector General should be a hard copy.

Department of Economic Opportunity Financial Monitoring and Accountability  
(FMA)

The copy should be submitted to the FMA section should be sent via email to: FMA-RWB@deo.myflorida.com.

- B. Workforce Florida, Inc  
Finance and Administration Council Chairperson  
1580 Waldo Palmer Lane, Suite 1  
Tallahassee, FL 32308

The copy submitted to Workforce Florida should be a hard copy.

- C. The Auditor General's Office at the following address:

Auditor General's Office  
Room 401, Pepper Building  
111 West Madison Street  
Tallahassee, FL 32399-1450

4. Any reports, management letter, or other information required to be submitted to the DEO pursuant to this agreement shall be submitted timely in accordance with OMB Circular A-133, Florida Statutes, and Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General, as applicable.

5. Recipients and subrecipients, when submitting financial reporting packages to the DEO for audits done in accordance with OMB Circular A-133 or Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General, should indicate the date that the reporting package was delivered to the recipient/sub recipient in correspondence accompanying the reporting package.

#### **PART IV: OTHER INSTRUCTIONS**

##### **AUDITOR WORKPAPERS ON INTERNAL CONTROLS**

The RWB will obtain the internal control work papers from the auditor(s) performing their annual independent financial statement audit. The RWB will keep these work papers onsite as part of their financial records and will make these records available for review by DEO upon request. The RWB further agrees that upon request DEO will also be provided other audit work papers as needed.

EXHIBIT "E"

ADMINISTRATIVE PROCEDURES AND PROCESS CERTIFICATION

Workforce Plus

Ms. Barb Edwards, \_\_\_\_\_ Chair and Ms. Kimberly A. Moore, \_\_\_\_\_

Executive Director, on behalf of the Workforce Plus, Regional Workforce Board, Region # 5, certify that the written administrative procedures and processes listed in the attached document are in place. These represent the minimum required procedures and fiscal controls for managing and operating the Workforce Investment Act (WIA), Wagner-Peyser, Trade Adjustment Assistance, Welfare Transition, Supplemental Nutrition Assistance Program and other programs for which the Regional Workforce Board/administrative entity receives funds from the Department of Economic Opportunity or from Workforce Florida Inc.

This certification is incorporated and made a part of the Grantee - Subgrantee Agreement which the Board has executed and agreed to on [Insert Date] \_\_\_\_\_.

\_\_\_\_\_  
Ms. Barb Edwards  
Board Chair

\_\_\_\_\_  
Ms. Kimberly A. Moore  
Executive Director

State of FLORIDA  
County of [Insert County] Leon

The foregoing instrument was acknowledged before me this 18<sup>th</sup> day of September, 2012  
by Barb Edwards and Kimberly Moore.

[NOTARY SEAL] 

\_\_\_\_\_  
Desiree Gorman

Personally Known OR Produced Identification \_\_\_\_\_

Type of Identification Produced: \_\_\_\_\_

## ATTACHMENT TO EXHIBIT “E”

### Administrative Procedures and Process Certification

The following administrative processes and procedures are the minimum required to be in place so that the RWBs are in compliance with federal and state laws, applicable Office of Management and Budget (OMB) Circulars and guidance and instructions from the Department of Economic Opportunity (Department or DEO) and/or Workforce Florida, Inc. (WFI). The list is not intended to be an indication of the adequacy of the procedures and processes in place. Governmental Agencies must follow the administrative requirements codified by the United States Department of Labor (USDOL) at 29 Code of Federal Regulations (CFR) Part 97 and non-profit organizations and educational institutions must follow the administrative requirements codified by USDOL at 29 CFR Part 95. These rules also require that the cost principles codified at 2 CFR Part 220 (OMB Circular A-21) or, 2 CFR Part 225 (OMB Circular A-87) or, 2 CFR Part 230 (OMB Circular A-122) (as applicable) must be followed.

#### I. Financial Management Systems

Both 29 CFR 97.20(b) and 95.21(b) establish a set of seven standards that must be included in financial management systems of grantees and subgrantees.

1. Financial Reporting – Accurate, current and complete disclosure of the financial results of grant activities must be made in accordance with reporting requirements;
2. Accounting Records – All grantees must keep records to adequately identify grant funds;
3. Internal Control – Effective control and accountability must be maintained for all grant and subgrant cash, real and personal property and other assets;
4. Budget Control – Actual expenditures or outlays must be compared with budgeted amounts for each grant or subgrant;
5. Allowable Costs – Applicable OMB cost principles, grant regulations and terms of all grant and subgrant agreements and guidance must be followed in determining the reasonableness, allowability and allocability of costs;
6. Source Documentation – Accounting records must be supported by source documentation such as canceled checks, invoices, purchase orders, paid bills, payroll, time and attendance records, contract and subgrant documents, tax records, etc;
7. Cash Management – Procedures for minimizing the time elapsing between the transfer of funds from DEO and disbursement by grantees must be followed;

#### II. Cost allocation and Shared costs

WIA regulations require that each partner contribute a fair share of the operating costs of a One-stop system proportionate to the use of the system by customers who are attributable to the partner’s program (20 CFR 662.270). In addition to one-stop shared costs, the RWB must have a cost allocation plan that demonstrates how costs that benefit more than one grant program are allocated on the basis of benefits received by each funding source or grant.

(2 CFR Part 220 (OMB Circular A-21), or, 2 CFR Part 225 (OMB Circular A-87) or, 2 CFR Part 230 (OMB Circular A-122)).

### III. Procurement

Both 29 CFR Part 97 and 29 CFR Part 95 establish standards for use by recipients and subrecipients in establishing procedures for the procurement of supplies and other expendable property, equipment, real property and other services with federal funds. These standards are furnished to ensure that such materials and services are obtained in an effective manner and in compliance with the provisions of applicable federal statutes and executive orders. Grantees and subgrantees will use their own procurement procedures which reflect applicable state and local laws and regulations, provided that the procurements conform to applicable federal law and the standards identified in that section.

Grantees and subgrantees must maintain written procedures that, at a minimum, address the following standards:

- A contract administration system that ensures contractors perform in accordance with the requirements of any awards;
- A written code of conduct for employees which address conflict of interest provisions;
- A review of prospective procurement to avoid unnecessary duplication;
- A process that promotes the use of intergovernmental agreements for procurement or use of common goods and services;
- A process to ensure only responsible contractors are awarded contracts;
- Documentation of each significant step in the procurement process;
- A settlement process;
- Protest procedures;

Additionally, contracts must contain clauses set forth in 29 CFR 97.36(i) or 29 CFR 95.48 and Part 95, Appendix A, as appropriate.

The RWBs also must follow the specific procurement requirements in Chapter 445, Florida Statutes, and the competitive processes required for WIA Title I programs and Youth programs, as well as Welfare Transition program components. If a fixed-price agreement with a governmental or nonprofit agency results in revenues in excess of actual costs incurred, the excess revenues are considered to be program income (20 CFR 667.200(a)(6)). Additionally, all contracts using WIA funding between a RWB and units of government must be cost reimbursement. (20 CFR 667.200(a)(3)).

### IV. Property Management

RWBs are required to have processes and procedures in place to acquire, manage and dispose of property acquired with grant funds in accordance with 29 CFR 97.31 through 97.33 or 29 CFR 95.31 through 95.37 and guidance issued by the Department. RWBs must meet the following minimum equipment management standards:



- Property records must be maintained;
- A physical inventory of the property must be taken and the results reconciled with the property records at least once every two years;
- A control system must be developed to ensure adequate safeguards to prevent loss;
- Adequate maintenance procedures must be developed to keep the property in good condition;
- Property disposal procedures including sales procedures to ensure the highest possible return for equipment that is sold;

In addition, the Board will complete and submit Internal Control Compliance Program (ICCP) reports to the Department. These reports are to be filed quarterly by the 15<sup>th</sup> of the month following the end of each quarter in an electronic format to Tony B. Lloyd, Chief Financial Officer at Tony.Lloyd@deo.myflorida.com.

#### V. Records Management and Confidentiality

RWBs are required to have processes and procedures in place to manage, retain and properly dispose of program and financial records in accordance with USDOL grant records management requirements at 29 CFR 95.53 and 97.42, Chapter 119, Florida Statutes, the General Records Schedule GS1-SL for State and Local Government Agencies, as applicable, as well as specific program related requirements such as 45 CFR 92.42, TANF specific: TANF-ACF-PI-2003-1; sections 404(e) and 409(a)(7) of the Social Security Act (Act) and the Supplemental Nutrition Assistance Program (SNAP) - 7 CFR 272.1(f).

RWBs are further required to have process processes and procedures in place to protect the confidentiality of records as detailed in federal and state law, as well as Department Policy 1.02-Confidentiality of Records. At a minimum, these processes must address the following:

- Medical Records & Disability-Related Information:

Medical records and disability-related information on applicants, registrants, eligible applicants/registrants, participants, terminees, employees, and applicants for employment must be stored in a manner that ensures confidentiality, and must be used only for the purposes of record keeping and reporting; determining eligibility, where appropriate, for WIA Title I-financially assisted programs or activities; determining the extent to which the recipient is operating its WIA Title I-financially assisted program or activity in a nondiscriminatory manner; or other use authorized by law. (29 CFR 37.37)

This information must be maintained on separate forms, stored separately from all other information about a particular individual, and treated as confidential medical records. Access to disability-related or medical information must be limited.

- (i) Supervisors and managers may be informed regarding restrictions on the work or duties of an employee or participant and regarding necessary accommodations.
- (ii) First aid and safety personnel may be informed, when appropriate, if the disability might require emergency treatment or evacuation; and

(iii) Government officials investigating compliance with Federal law must be provided information on request.

- **Demographic Data in WIA Title I-Financially Assisted Programs:**

Pursuant to 29 CFR 37.37(b) (2)and (c), demographic data (race/ethnicity, sex, age, and where known, disability status) for applicants, registrants, eligible applicants/registrants, participants, terminees, employees, and applicants for employment must be stored in a manner that ensures confidentiality. The data must be used only for the purposes of record keeping and reporting; determining eligibility, where appropriate, for WIA Title I-financially assisted programs or activities; determining the extent to which the recipient is operating its WIA Title I-financially assisted program or activity in a nondiscriminatory manner; or other use authorized by law. The data will be used for statistical purposes only and will not be used in any manner which reveals the identity of the individual.

- **Confidentiality and Security of Records**

RWBs must not release confidential information unless specifically authorized by law. The Boards must maintain a system of review of public records requests and subpoena requests. Guidance is provided in the Confidentiality of Records and Public Records Request and Subpoenas DEO FG 02-033, as well as Department policies 1.02, Confidentiality of Records and Public Records Request, and 1.06, Processing Public Records Requests, located on the DEO Intranet.

This attachment is intended to provide guidance to some specific state and federal confidentiality and program related statutes such as:

- Public Records: Article I, Section 24 of the Florida Constitution and Chapter 119, Florida Statutes
- The Privacy Act: 5 USC 552a
- Social Security Numbers: 119.0721 F.S. and 5 USCA 552a
- TANF: 45 CFR 205-50; 414.295 F.S.
- WIA: 29 CFR Part 37, 29 USC 2101section 85, 29 USCA 2801; 29 USC 2935(a)(4)(B)
- NFTA/TAA and TAA: 20 CFR 617.57 (b)
- Re-employment service records: 443.1715 F.S., 445.010 (2) F.S.
- Displaced Homemakers: 446.52 F.S.
- WARN: 29 USC 2102-2109
- FSET: 7 CFR 272.1 (c)
- Job Corps: 20 CFR 670.965, 29 CFR Part 70, 29 CFR Part 71
- LMI: 443.1715 F.S., 445.010(2) F.S.; USDOL Commissioner's Order 3-04
- Migrant Seasonal Farmworker: 20 CFR 653.110 (d)
- Medical documents: 29 CFR 37.37; 29 CFR 1630.14; 381.004(3)(e) and (6)(c) F.S.
- Student records: Federal Educational Rights and Privacy Act (FERPA), 20 USC 1232g and 1232h: 34 CFR Part 99.

RWBs must have a system in place to ensure that employees, contractors, subcontractors, partners and their agents or employees who may receive confidential information are trained and advised of procedures to secure the release of information by way of non-disclosure agreements or other methods.

VI. Grievance Procedures

RWBs must have a grievance process and procedure in place that allows for participants, subgrantees, subcontractors, and other interested persons to file a grievance or complaint in accordance with 20 CFR 667.600 and Rule 73B-1 , Florida Administrative Code.

VII. Oversight and Monitoring and Resolution Process

RWBs must conduct monitoring of subrecipients of grant funds and utilize an audit resolution, debt collection and appeal process to resolve any findings resulting from monitoring or auditing in accordance with 20 CFR 667.400 through 667.500 and in accordance with OMB Circular A-133.

VIII. Equal Opportunity Procedures

RWBs must have processes and procedures in place to ensure compliance with the State's Method of Administration, which implement federal nondiscrimination regulations. In accordance with 29 CFR Part 37, the following 9 elements of compliance must be addressed:

- Equal Opportunity Officer Designation
- Notice and Communication
- Assurances
- Universal Access
- Compliance with Section 504 of the Rehabilitation Act of 1973
- Data and Information Collection and Maintenance
- Monitoring System
- Complaint Processing Procedures
- Corrective Actions and Sanctions

IX. Prior Approval Procedures

RWBs are required to have processes and procedures in place regarding compliance with prior approval procedures in accordance with DEO Final Guidance FG 05-046.

X. Sarbanes-Oxley Act of 2002 – Requirements for all Entities

RWBs are required to have processes and procedures in place regarding compliance with two provisions of the Sarbanes-Oxley Act (SOX) that apply to all corporate entities, including non-profit organizations. These two provisions are referenced as follows:

- It is illegal for any corporate entity to punish whistleblowers or retaliate against any employee who reports suspected cases of fraud or abuse (SOX, Section 1107, Section 1513 of Title 18, USC).
- It is a crime to alter, cover up, falsify, or destroy any document that may be relevant to an official investigation (SOX, Section 1102, Section 1512 of Title 18, USC).

XI. Staffing Changes

The RWB shall notify the Department as soon as possible, but no less than within five business days, of any changes in key personnel positions for the organization.

XII Supplemental Audit Instructions – Work papers on RWB Internal Controls

Each RWB’s auditor is required to provide the RWB with a copy of the internal control testing work papers from the annual independent financial statement audit for retention in the RWB’s financial records. For further instructions, please refer to Part III, “Other Instructions” of Exhibit “D” Audit Requirements.

XIII Compliance and Reporting on Internal Controls

The RWB is required to perform a self-assessment of internal controls by completing the Department’s annual Internal Control Questionnaire (ICQ) Form. The form will be provided in electronic format each year to the RWB. The RWB will provide a copy of the completed annual ICQ Form to the Department, through the email address [RWB-FMA@deo.myflorida.com](mailto:RWB-FMA@deo.myflorida.com) by September 30 of each year unless other instructions are provided by the Department in writing.

The annual ICQ Form will help the RWB to document the primary objectives of internal controls pertaining to compliance requirements for federal programs are met (OMB A-133 section 105):

- Transactions are properly recorded and accounted for;
- Transactions are executed in compliance with laws, regulations and contract provisions; and,
- Funds, property and other assets are safeguarded against loss from unauthorized use or disposition.

In addition, the Board will complete and submit Internal Control Compliance Program (ICCP) reports to the Department. These reports are to be filed quarterly by the 15<sup>th</sup> of the month following the end of each quarter in an electronic format to Tony B. Lloyd, Chief Financial Officer at [Tony.Lloyd@deo.myflorida.com](mailto:Tony.Lloyd@deo.myflorida.com).

#### XIV. Travel and Per Diem

All travel related costs incurred by RWB employees, Board members, agents or subcontractors, which is funded by state or federal funds passed through to the Board, shall comply with the travel guidelines contained in Section 112.061, Florida Statutes.

#### XV. Insurance Coverage for Errors and Omissions

The RWB shall maintain liability insurance coverage on a comprehensive basis and hold such liability insurance at all times during the existence of the Agreement and any renewal(s) or extensions(s) of it. By execution of the Agreement, the Board accepts full responsibility for identifying and determining the type(s) and extent of liability insurance necessary to provide reasonable financial protections for the RWB and the clients to be served under the Agreement.

The RWB shall maintain errors and omissions insurance on its Board members.

#### XVI. ETA Salary and Bonus Cap

Section 7013 of Public Law 109-234 limits salary and bonus compensation for individuals who are paid by funds appropriated to the Employment and Training Administration (ETA). None of the funds available for expenditures on or after the date of enactment of the section (June 15, 2006) shall be used by a recipients or subrecipient of such funds to pay the salary and bonuses of an individual either as direct costs or indirect costs, at a rate in excess of Executive Level II. This limitation shall apply to funds provided by contract, grant, or interagency agreement, but shall not apply to vendors providing goods and services as defined in OMB Circular A-133.

Annually RWBs receiving ETA funding from DEO must certify to DEO that a review is performed to ensure that amounts over the cap are not charged to ETA-funded activities. The Board should annually, but no later than April 1, perform a review of their subrecipients to ensure that the salary and bonus cap is not exceeded for any of the funds they passed through. Documentation of that review and any refunds or adjusting entries made should be maintained by the Regional Workforce Board and made available for review, as requested.

#### XVII. Lobbying

Funds awarded under the Grantee-Subgrantee Agreement may not be used for lobbying purposes pursuant to state and federal law, including but not limited to, Section 216.347, Florida Statutes, and OMB Circulars A-87 and A-122. (2 CFR 225 and 2 CFR 230).

#### XVIII. Payment of Interest Earned on Program Funds

Unless otherwise authorized by the Department, the RWB shall invest the funds received under the Grantee-Subgrantee Agreement in secure interest-bearing accounts and earn interest on the invested funds in accordance with 29 CFR 97.21 and 29 CFR 95.22.

XIX. Conflict of Interest in Contracting

RWBs shall comply with the requirements of Section 445.007(11), Florida Statutes, and WFI's Contracting Policy before contracting with a member of the Board. Such contracts shall not be executed before or without the approval of WFI. Such contracts, as well as documentation demonstrating adherence to this section as specified by WFI, must be submitted to the Department for review and recommendation according to WFI's Contracting Policy.

**EXHIBIT “F”**  
**CERTIFICATIONS AND ASSURANCES**  
**BY**  
**WORKFORCE PLUS**

The Department of Economic Opportunity (Department or DEO) will not award federal workforce funds where the Regional Workforce Board (Board or RWB) has failed to complete the **ASSURANCES AND CERTIFICATIONS** contained in this attachment. In performing its responsibilities under the Grantee-Subgrantee Agreement (Agreement), the RWB provides the following certifications and assurances:

- A. Assurances – Non-Construction Programs (SF 424 B)**
- B. Debarment and Suspension Certification (29 CFR Part 98 and 45 CFR Part 74)**
- C. Certification Regarding Lobbying (29 CFR Part 93 and 45 CFR Part 93)**
- D. Drug free Workplace Certification (29 CFR Part 98 and 45 CFR Part 82)**
- E. Nondiscrimination & Equal Opportunity Assurance (29 CFR Part 37 and 45 CFR Part 80)**
- F. Certification Regarding Environmental Tobacco-Smoke**
- G. Association of Community Organizations for Reform Now (ACORN) Funding Restriction Assurance (Pub. L 111-117)**
- H. Scrutinized Companies Lists Certification (Section 287.135, F.S.)**

**A. ASSURANCES – NON-CONSTRUCTION PROGRAMS.**

**NOTE:** Certain of these Assurances may not be applicable to your project or program. If you have questions, please contact the Department.

As the duly authorized representative of the RWB, I certify that the Board;

1. Will give the Department, the Comptroller General of the United States, and if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award, and will establish a proper accounting system in accordance with generally accepted accounting standards or Department directives.
2. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color, or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. 1681-1683, and 1685-1686), which prohibits discrimination on the basis of handicaps; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. 6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255) as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616) as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) Sections 523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. 290 dd.3 and 290 ee-3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII



of the Civil Rights act of 1968 (42 U.S.C. 3601 et seq.) as amended, relating to nondiscrimination in the sale, rental, or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and (j) the requirements of any other non-discrimination statute(s) which may apply to the Agreement.

3. Will comply with the provisions of the Hatch Act (5 U.S.C. 1501-1508 and 7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.
4. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. 276a to 276a7), the Copeland Act (40 U.S.C. 276c and 18 U.S.C. 874), and the Contract Work Hours and Safety Standards Act (40.327-333), regarding labor standards for federally assisted construction subagreements.
5. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in flood plains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. 1451 et. seq.); (f) conformity of Federal actions to State (Clear Air) Implementation Plans under Section 176(c) of the Clear Air Act of 1955, as amended (42 U.S.C. 7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended, (P.L. 93-523); and (h) protection of endangered species under the Endangered Species Act of 1973, as amended, (P.L. 93-205).
6. Will cause to be performed the required financial and compliance audits in accordance with the single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."
7. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations and policies governing the programs associated with the Agreement.

**B. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS – PRIMARY COVERED TRANSACTION.**

The Board certifies to the best of its knowledge and belief, that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a State or a Federal department or agency;
2. Have not within a three-year period preceding the Agreement been convicted or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (B)(2) of this certification; and/or

4. Have not within a three-year period preceding the Agreement had one or more public transactions (Federal, State, or local) terminated for cause or default.

**C. CERTIFICATION REGARDING LOBBYING** – Certification for Contracts, Grants, Loans, and Cooperative Agreements.

The Board certifies, to the best of its knowledge and belief, that:

- No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan or cooperative agreement;
- If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employees of Congress, or employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying,” in accordance with its instructions;
- The undersigned shall require that language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants and contracts under grants, loans and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly;
- This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. 1352. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure;

**D. CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS.**

Pursuant to the Drug-Free Workplace Act of 1988 and its implementing regulations codified at 29 C.F.R. Part 94, the undersigned Board, attests and certifies that it will provide a drug-free workplace by the following actions.

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the RWBs’ workplace and specifying the actions that will be taken against employees for violation of such prohibition.
2. Establishing an ongoing drug-free awareness program to inform employees concerning:
  - a. The dangers of drug abuse in the workplace;
  - b. The policy of maintaining a drug-free workplace;
  - c. Any available drug counseling, rehabilitation and employee assistance programs;

- d. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
3. Making it a requirement that each employee to be engaged in the performance of the agreement be given a copy of the statement required by paragraph D.1. of this certification.
4. Notifying the employee in the statement required by paragraph D.1. of this certification that, as a condition of employment under the contract, the employee will:
  - a. Abide by the terms of the statement;
  - b. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction.
5. Notifying the Department in writing ten (10) calendar days after receiving notice under subparagraph 4.b. from an employee or otherwise receiving actual notice of such conviction. Provide such notice of convicted employees, including position title, to every Grant Officer/on whose Grant activity the convicted employee was working. The notice shall include the identification number(s) of each affected contract/Grant. An Incident Report Form, which can be found on the Department's intranet site, should be completed and submitted to the following address:

Office of the Inspector General  
Department of Economic Opportunity  
MSC# 130, Caldwell Building  
107 East Madison Street  
Tallahassee, Florida 32399-4126
6. Taking one of the following actions, within thirty (30) calendar days of receiving notice under subparagraph 4.b., with respect to any employee who is so convicted.
  - a. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973 as amended.
  - b. Requiring such employee to participate satisfactorily in drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State or local, health, law enforcement, or other appropriate agency.
7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of this entire certification.

**E. NONDISCRIMINATION & EQUAL OPPORTUNITY ASSURANCE.**

As a condition of the Grantee-Subgrantee Agreement the Board assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

1. Section 188 of the Workforce Investment Act of 1998 (WIA) which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I B financially assisted program or activity;

2. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin;
3. Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
4. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;
5. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs; and
6. The American with Disabilities Act of 1990 (Pub. L. 101-336), prohibits discrimination in all employment practices, including, job application procedures, hiring, firing, advancement, compensation, training, and other terms, conditions, and privileges of employment. It applies to recruitment, advertising, tenure, layoff, leave, fringe benefits, and all other employment-related activities.

The Board also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the Board's operation of the WIA Title I – financially assisted program or activity, and to all agreements the Board makes to carry out the WIA Title I – financially assisted program or activity. The Board understands that DEO and the United States have the right to seek judicial enforcement of the assurance.

**F. CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO-SMOKE**

As a condition of the Grantee-Subgrantee Agreement the Board assures that it will comply fully with the certification regarding environmental tobacco-smoke.

The Pro-Children Act of 2001, 42 U.S.C. 7181 through 7184, imposes restrictions on smoking in facilities where Federally-funded children's services are provided. Grants are subject to these requirements only if they meet the Act's specified coverage. The Act specifies that smoking is prohibited in any indoor facility (owned, leased, or contracted for) used for the routine or regular provision of kindergarten, elementary, or secondary education or library services to children under the age of 18. In addition, smoking is prohibited in any indoor facility or portion of a facility (owned, leased, or contracted for) used for the routine or regular provision of federally funded health care, day care, or early childhood development, including Head Start services to children under the age of 18. The statutory prohibition also applies if such facilities are constructed, operated, or maintained with Federal funds. The statute does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, portions of facilities used for inpatient drug or alcohol treatment, or facilities where WIC coupons are redeemed. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1,000 per violation and/or the imposition of an administrative compliance order on the responsible entity.

**G. ASSOCIATION OF COMMUNITY ORGANIZATIONS FOR REFORM NOW (ACORN) FUNDING RESTRICTIONS ASSURANCE (Pub. L. 111-117).**

As a condition of the Agreement, the Board assures that it will comply fully with the federal funding restrictions pertaining to ACORN and its subsidiaries per the Consolidated

Appropriations Act, 2010, Division E, Section 511 (Pub. L. 111-117). The Continuing Appropriations Act, 2011, Sections 101 and 103 (Pub. L. 111-242), provides that appropriations made under Pub. L. 111-117 are available under the conditions provided by Pub. L. 111-117. Note: As of June 20, 2011, this matter is in litigation in the District Court for the Eastern District of New York.

The undersigned shall require that language of this assurance be included in the documents for all subcontracts at all tiers (including subcontracts, sub-grants and contracts under grants, loans and cooperative agreements) and that all subrecipients and contractors shall provide this assurance accordingly.


**H. SCRUTINIZED COMPANIES LISTS CERTIFICATION, SECTION 287.135, F.S.**

*This provision may be applicable to those boards that are affiliated with county government. Please consult your legal counsel for that determination.*

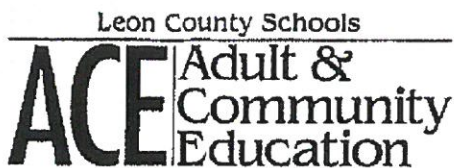
If a board that is affiliated with a local governmental entity enters into a contract in the amount of \$1 million or more, in accordance with the requirements of section 287.135, F.S., the board will obtain a certification that the contractor is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or meets the conditions for exemption as provided in section 287.135(4), F.S. Both lists are created pursuant to section 215.473, F.S.

By signing below, the Board certifies and assures that it will fully comply with the applicable assurances outlined in parts A through H, above.

**Regional Workforce Board:**

  
\_\_\_\_\_  
\*Name  
Title Chairperson  
Date 9/18/2012

\*The signatory should either be the Regional Workforce Board's Chairperson or the Executive Director if such authority has been delegated by the Board



283 Trojan Trail  
 Tallahassee, Florida 32311  
 (850) 922-5343  
 www.ACELeon.org

**COOPERATIVE AGREEMENT**

BETWEEN  
**Leon County Schools Adult & Community Education**  
 AND  
**Career Source Capital Region**

In an effort to establish and maintain a cooperative relationship between Leon County Schools Adult & Community Education and Career Source Capital Region and to provide the most cost effective and quality programs, the following guidelines for program operation have been discussed and agreed upon for fiscal year 2015-2016.

**A. Leon County Schools Adult & Community Education agrees to provide:**

1. an appropriate educational program for identified students
2. qualified instructional and non-instructional personnel
3. administration and supervision of educational programs and staff
4. appropriate educational materials and supplies, as needed
5. promotion of the program
6. other:
7. the following programs at your site:

PROGRAM	DAYS	TIME	COMMENTS
GED Class	Monday - Friday	9:00 am – 12:00 Noon	
GED Class	Monday - Friday	12:30 pm – 3:30 pm	

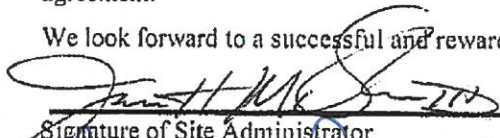
**B. Career Source Capital Region Plus agrees to:**

1. provide a designated space of sufficient size to house the program, including an instructor work area and storage
2. provide payment of all utilities of the above mentioned space
3. provide access to the use of a telephone for educational purposes
4. follow the established class schedule, except in case of emergency (immediate notification must be provided, if this occurs)
5. provide information on concerns or problems regarding the program or staff, in a timely manner, to the undersigned Leon County Schools representative
6. any promotion of a significant nature involving the sponsored programs must be coordinated with and include mention of the Leon County Schools Adult & Community Education Program.
7. other:

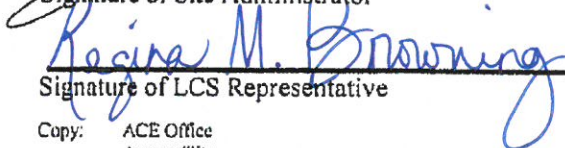
\*Tuition will be assessed for ABE/GED students.

In the event situations arise which make the continuation of the program difficult for your agency, please notify me as soon as possible. I will, likewise, do the same. At such time, we may then agree to a cancellation date for this agreement.

We look forward to a successful and rewarding working relationship.

  
 \_\_\_\_\_  
 Signature of Site Administrator

10-6-2015  
 \_\_\_\_\_  
 Date

  
 \_\_\_\_\_  
 Signature of LCS Representative

10/8/15  
 \_\_\_\_\_  
 Date

Copy: ACE Office  
 Agency/Site



MEMO

RE: MOU with Vocational Rehabilitation

Date: 5/17/16

From: Jim McShane, MPA, CEO

---

Back in the spring of 2015 I initiated an MOU effort with Vocational Rehabilitation. We proposed a Memorandum of Understanding (MOU) that we wrote to meet the new WIOA requirements. We wanted our local Vocational Rehabilitation Board member to sign the document. When she sent it for approval, we were told the legal department in Pensacola would re-write the agreement. I received a draft copy in October and immediately agreed to sign if they would resend it without the DRAFT label on all copies.

In November I followed up and was told the person I had been working with on getting the MOU was no longer there. I have reminded Allison Gill on our Board that we needed this agreement. She has pursued it multiple times from her end.

To date, over a year later, we still do not have a signed and executed MOU. I have spent many hours on this and I regret that I cannot make this happen. We want an MOU and are working with Allison Gill with services in our career centers, but cannot get the system to give us a MOU that is ready to sign.